

The National
CITIZEN SURVEY™

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**Report of Results for
The Town of Andover, MA**



Submitted by:

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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and The International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically reweighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The Town of Andover selected items from a menu of questions about services and community problems; it defined the jurisdiction boundaries NRC used for sampling; and it provided the appropriate letterhead and signatures for mailings.

UNDERSTANDING THE RESULTS

Survey Administration

Following the mailing of a pre-survey notification postcard to a random sample of 1,200 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, 52 were undeliverable due to vacant or “not found” addresses. Completed surveys were received from 646 residents, for a response rate of 56%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 1,200 residents is generally no greater than plus or minus 5 percentage points around any given percent reported for the entire sample.

The results were weighted to reflect the demographic profile of all residents in the Town of Andover. (For more information on the survey methodology, see Appendix II. A copy of the survey materials can be found in Appendix III.)

Survey Validity

The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

- 1) Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent.
- 2) Selecting households at random within the jurisdiction.

- 3) Over-sampling attached units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- 4) Selecting the respondent within the household using an unbiased sampling procedure¹.
- 5) Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- 6) Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member.
- 7) Providing a self-addressed, postage-paid return envelope.
- 8) Offering the survey in Spanish when appropriate and requested by Town officials.
- 9) Using the most recent available information about the characteristics of jurisdiction residents to reweight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g. reporting tolerant behaviors toward "oppressed groups," likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), her confidence that she can be honest without suffering any

¹ The birthday method requests that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.

negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g. driving habits), reported intentions to behave with observed future behavior (e.g. voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g. feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g. family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen "objectively" in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

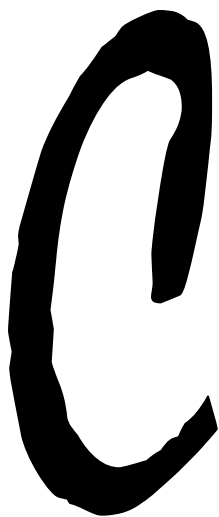
“Don’t Know” Responses

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix I. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

Putting Evaluations Onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 5 points based on all respondents.



COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Andover. They also evaluated characteristics of the community, and gave their perceptions of safety in the Town of Andover. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Andover.

QUALITY OF LIFE

When asked to rate the overall quality of life in Andover, 34% of respondents thought it was “excellent.” 0% rated overall quality of life as “poor.” Andover as a place to live received an average rating of 82 on a 100-point scale. Other ratings can be seen in the charts on the following page.

Figure 1: Overall Quality of Life in Andover

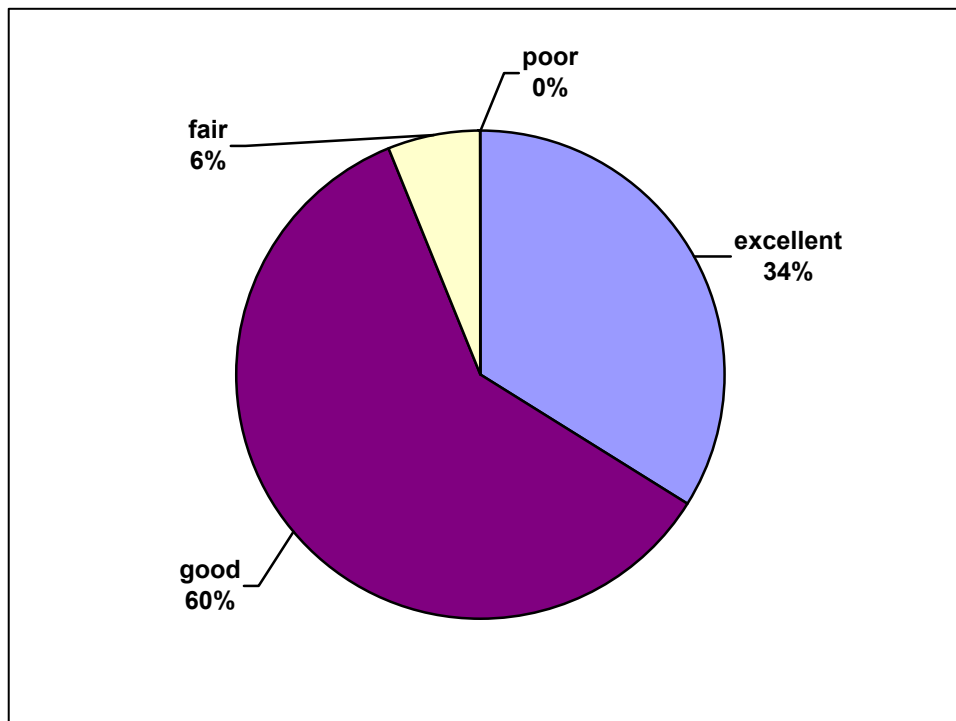


Figure 2: Quality of Life Ratings

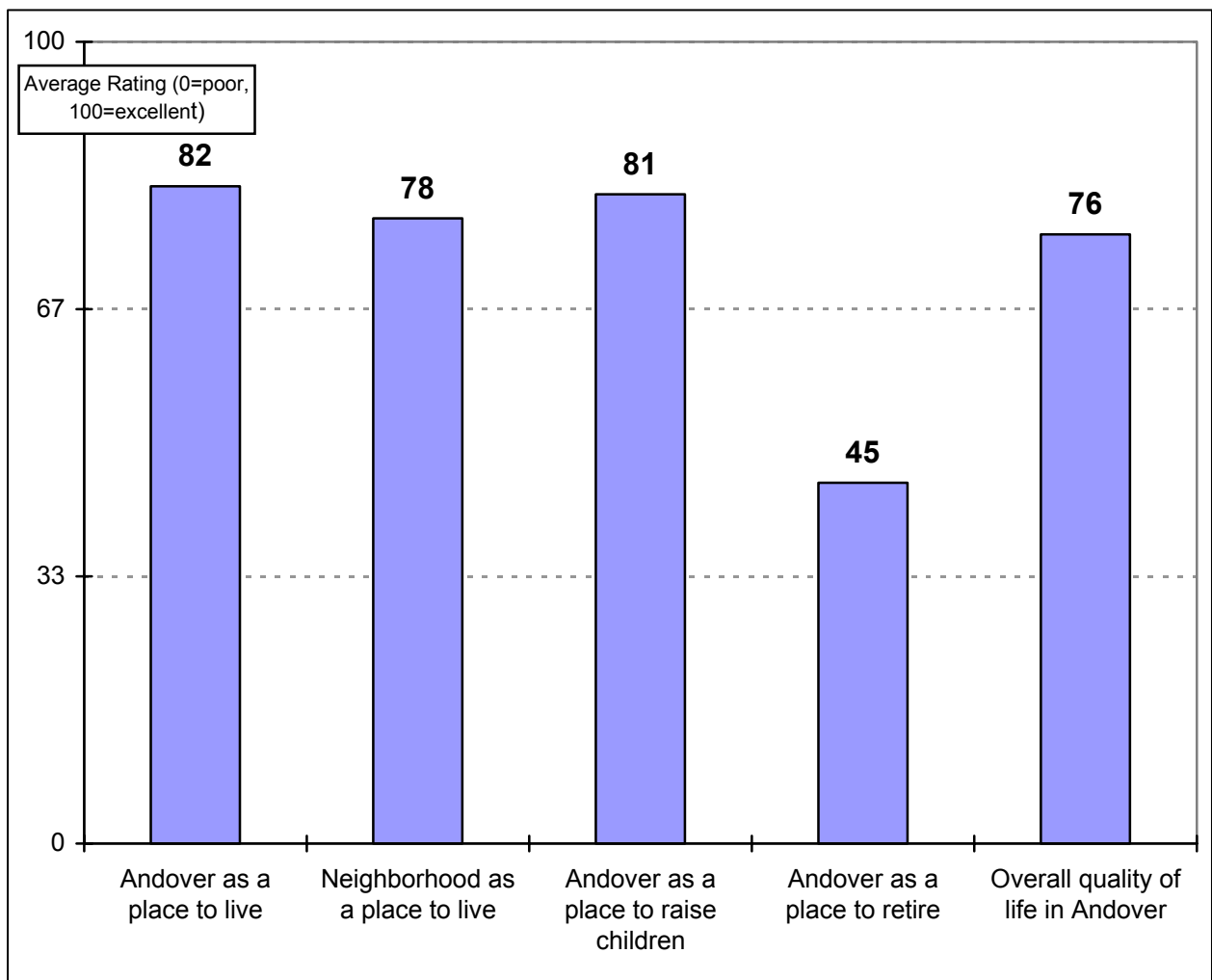


Figure 2b: Quality of Life Ratings

	excellent	good	fair	poor	Total
How do you rate Andover as a place to live?	48%	49%	3%	0%	100%
How do you rate your neighborhood as a place to live?	45%	44%	10%	1%	100%
How do you rate Andover as a place to raise children?	48%	47%	4%	1%	100%
How do you rate Andover as a place to retire?	15%	28%	34%	23%	100%
How do you rate the overall quality of life in Andover?	34%	60%	6%	0%	100%
Note: "Don't Know" responses are removed					

RATINGS OF COMMUNITY CHARACTERISTICS IN ANDOVER

The highest rated characteristics of Andover were overall appearance of Andover, sense of community, and recreational opportunities. When asked about potential problems in Andover, the three concerns rated by the highest proportion of respondents as a “major problem” were taxes, too much growth and traffic congestion. The rate of population growth in Andover was viewed as “too fast” by 67% of respondents, while 2% thought it was “too slow.”

Figure 3: Characteristics of the Community: General and Opportunities

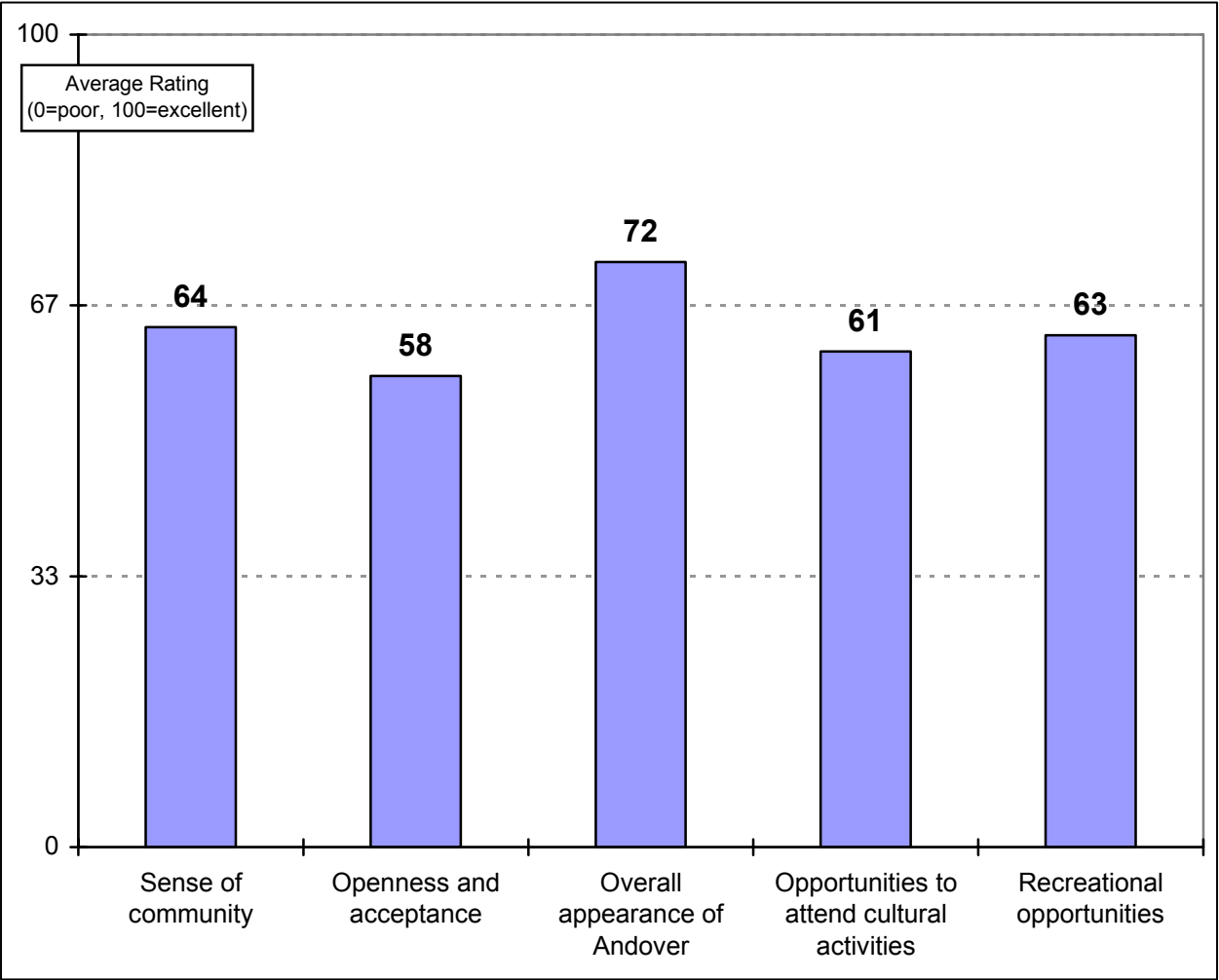


Figure 3b: Characteristics of the Community: General and Opportunities					
	excellent	good	fair	poor	Total
Sense of community	18%	58%	20%	3%	100%
Openness and acceptance of the community towards people of diverse backgrounds	16%	49%	28%	7%	100%
Overall appearance of Andover	28%	61%	9%	1%	100%
Opportunities to attend cultural activities	17%	54%	22%	6%	100%
Recreational opportunities	21%	51%	23%	5%	100%
Note: "Don't Know" responses are removed					

Figure 4: Characteristics of the Community: Access and Mobility

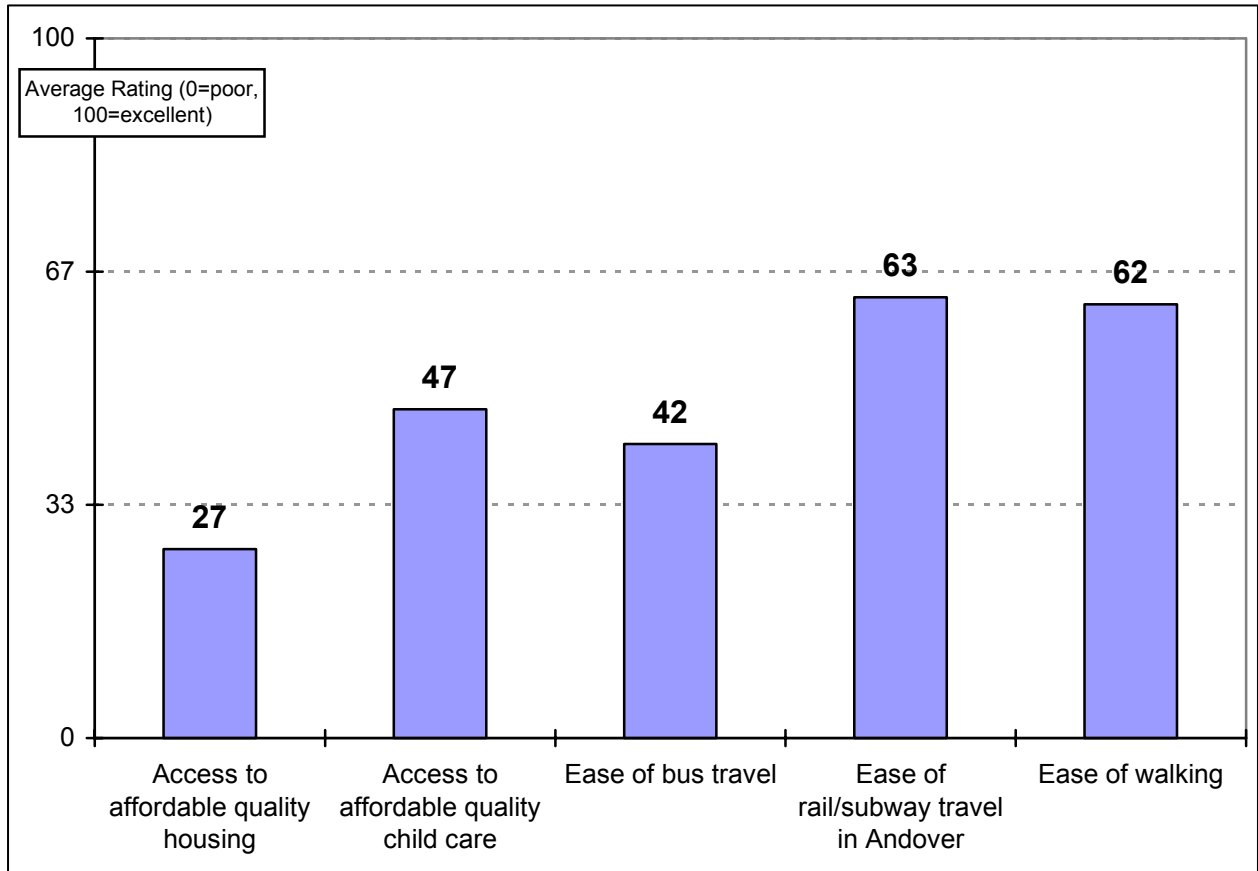


Figure 4b: Characteristics of the Community: Access and Mobility

	excellent	good	fair	poor	Total
Access to affordable quality housing	5%	16%	34%	45%	100%
Access to affordable quality child care	10%	38%	33%	18%	100%
Ease of bus travel in Andover	12%	31%	26%	30%	100%
Ease of rail/subway travel in Andover	22%	52%	18%	8%	100%
Ease of walking in Andover	23%	48%	22%	8%	100%

Note: "Don't Know" responses are removed

Figure 5: Ratings of Potential Problems in Andover

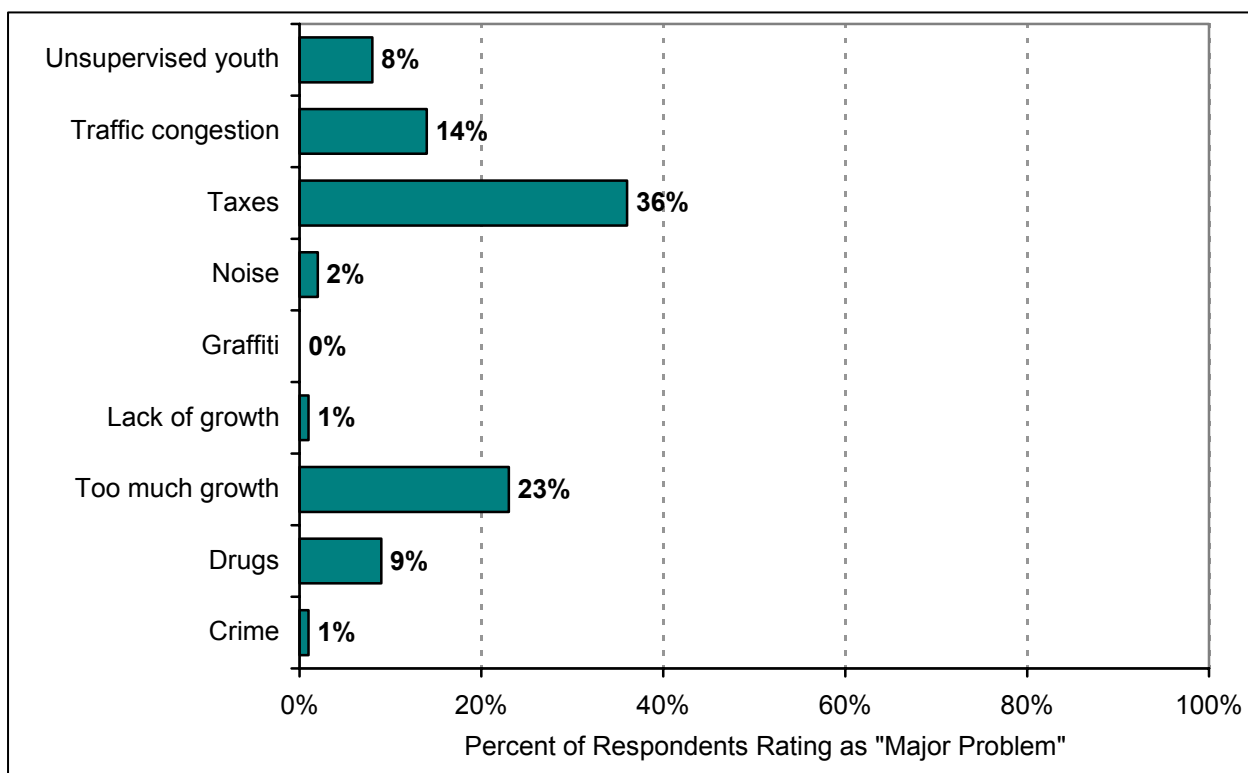
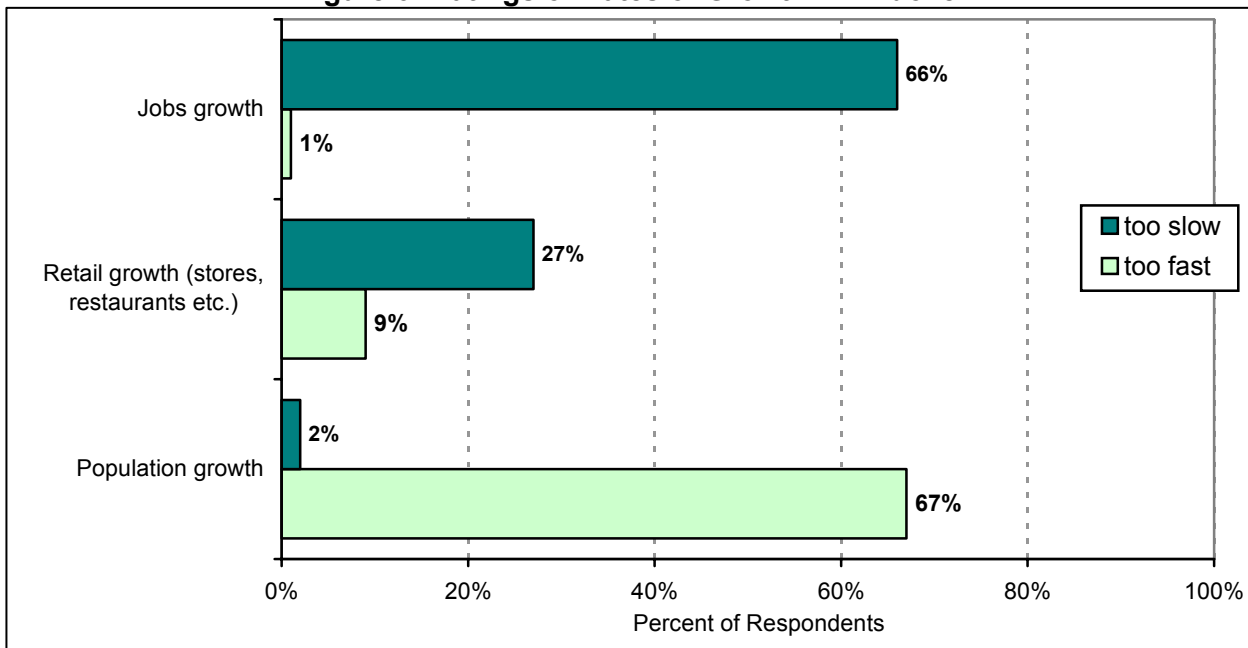


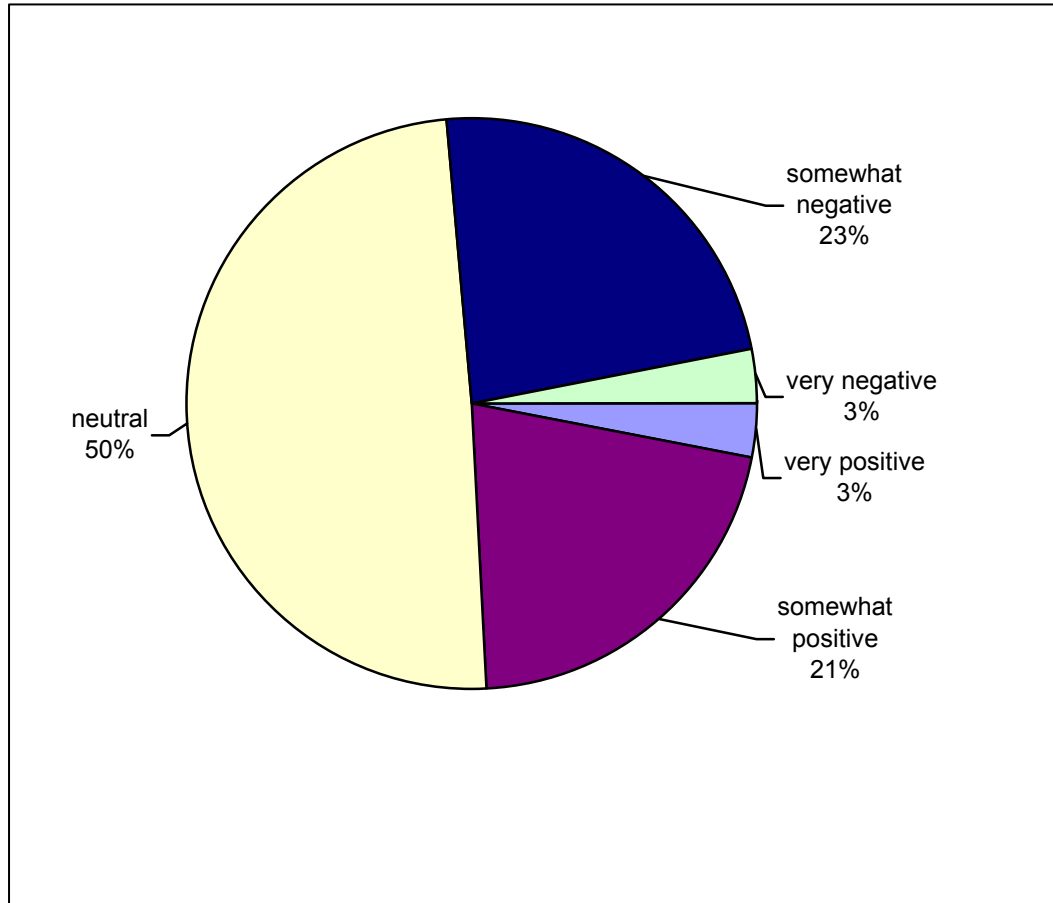
Figure 6: Ratings of Rates of Growth in Andover



*Note: Responses of "neither too fast nor too slow" were omitted.

Figure 7: Perceptions of Economy

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be . . .



PERCEPTIONS OF SAFETY

When evaluating safety in the community, 92% of respondents felt “somewhat” or “very safe” from violent crimes in Andover. In their neighborhood after dark, 90% of survey participants felt “somewhat” or “very safe.”

As assessed by the survey, 7% of households reported that at least one member had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 73% had reported it to police.

Figure 8: Ratings of Safety from Various Problems in Andover

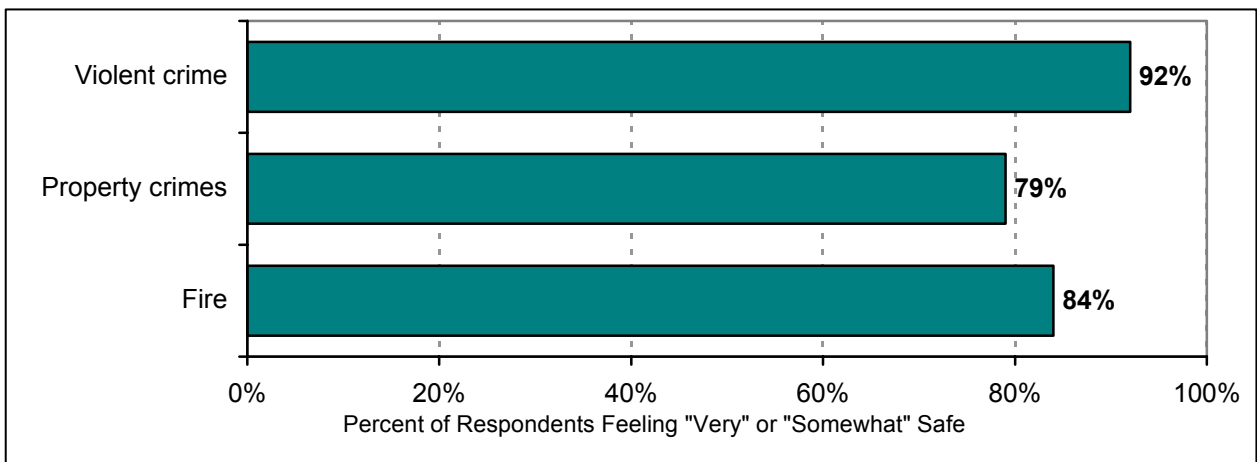


Figure 9: Ratings of Safety in Various Areas in Andover

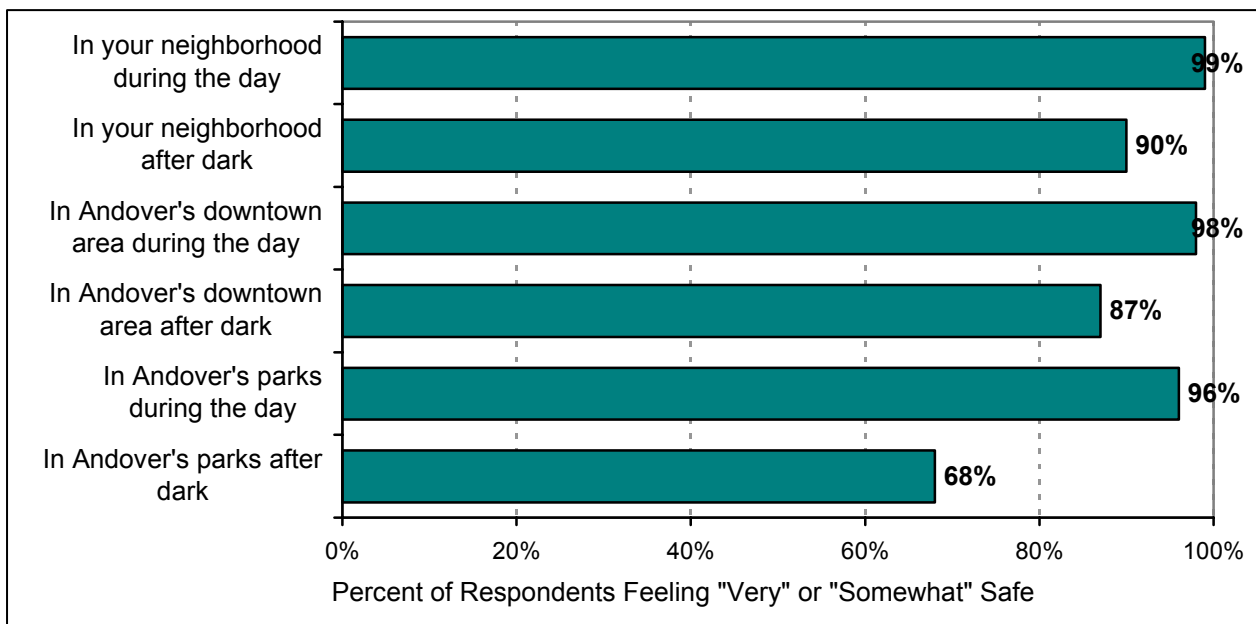


Figure 10: Percent of Respondents' Households That Were Victim of a Crime in the Last 12 Months

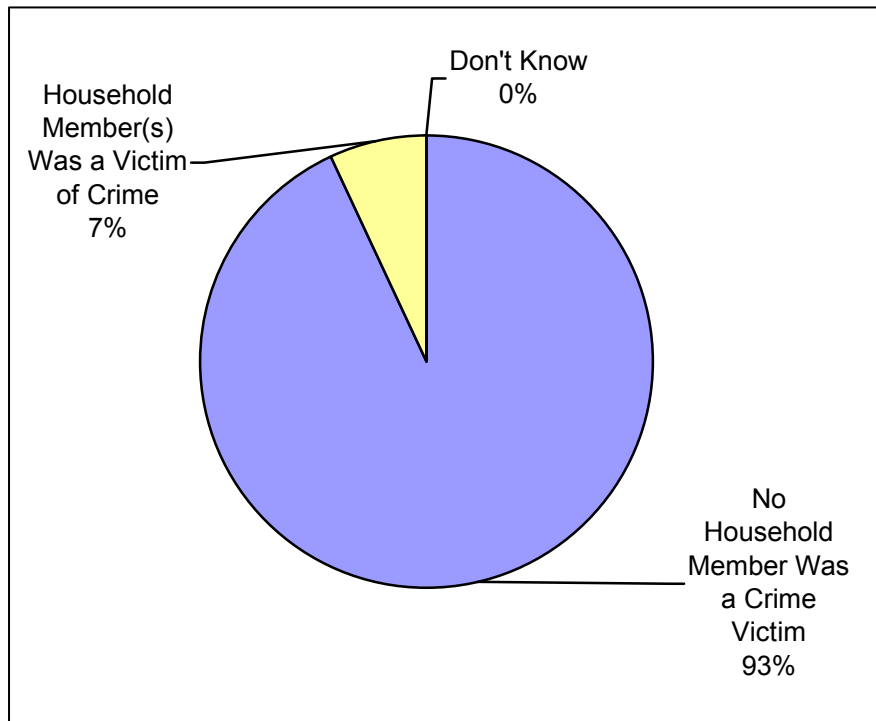
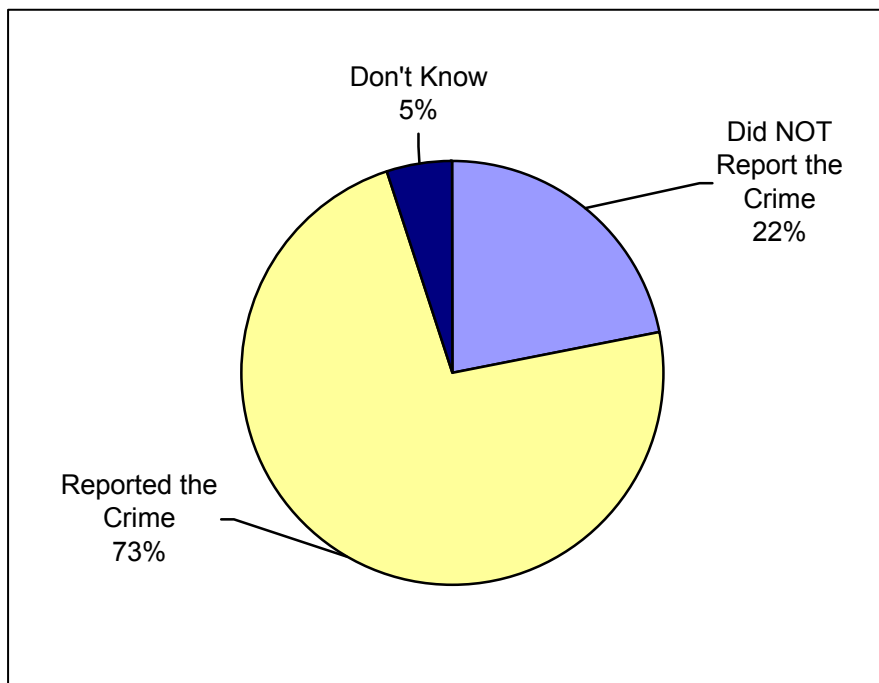


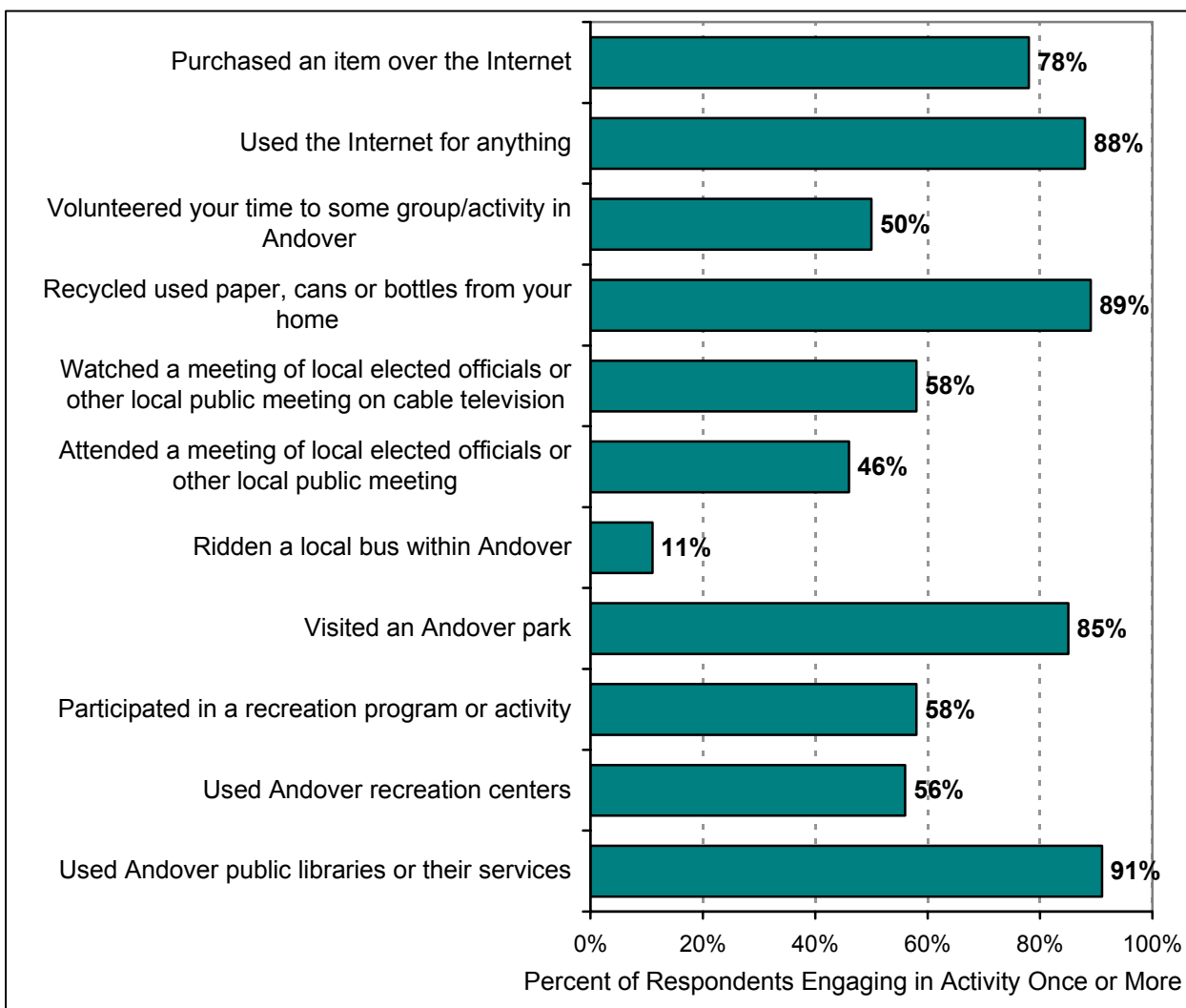
Figure 11: Percent of Respondents' Households That Were Victim of a Crime Who Reported the Crime



COMMUNITY PARTICIPATION

Participation in the civic, social and economic life of Andover during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below. Among those completing the questionnaire, 91% reported using Andover public libraries or their services in the past year, with 22% using it more than 26 times.

Figure 12: Percent of Respondents Engaging in Various Activities in Andover in the Past Year



Voter status was also estimated.² See chart below.

Figure 13: Voter Status			
	no	yes	Total
Did you vote in the last election?	28%	72%	100%
Are you likely to vote in the next election?	8%	92%	100%

² In general on a survey, a greater proportion of people will report having voted, than actual voting records verify.



LOCAL GOVERNMENT

Several aspects of the government of the Town of Andover were evaluated by residents completing The National Citizen Survey™. They were asked how much trust they placed in their local government, and what they felt about the services they receive from the Town of Andover. Those who had any contact with a Town of Andover employee in the past year gave their impressions of the most recent encounter.

PUBLIC TRUST

When asked to evaluate whether they felt they received good value for taxes they pay, residents gave an average rating of 62 on a 100-point scale.

Figure 14: Ratings of Public Trust

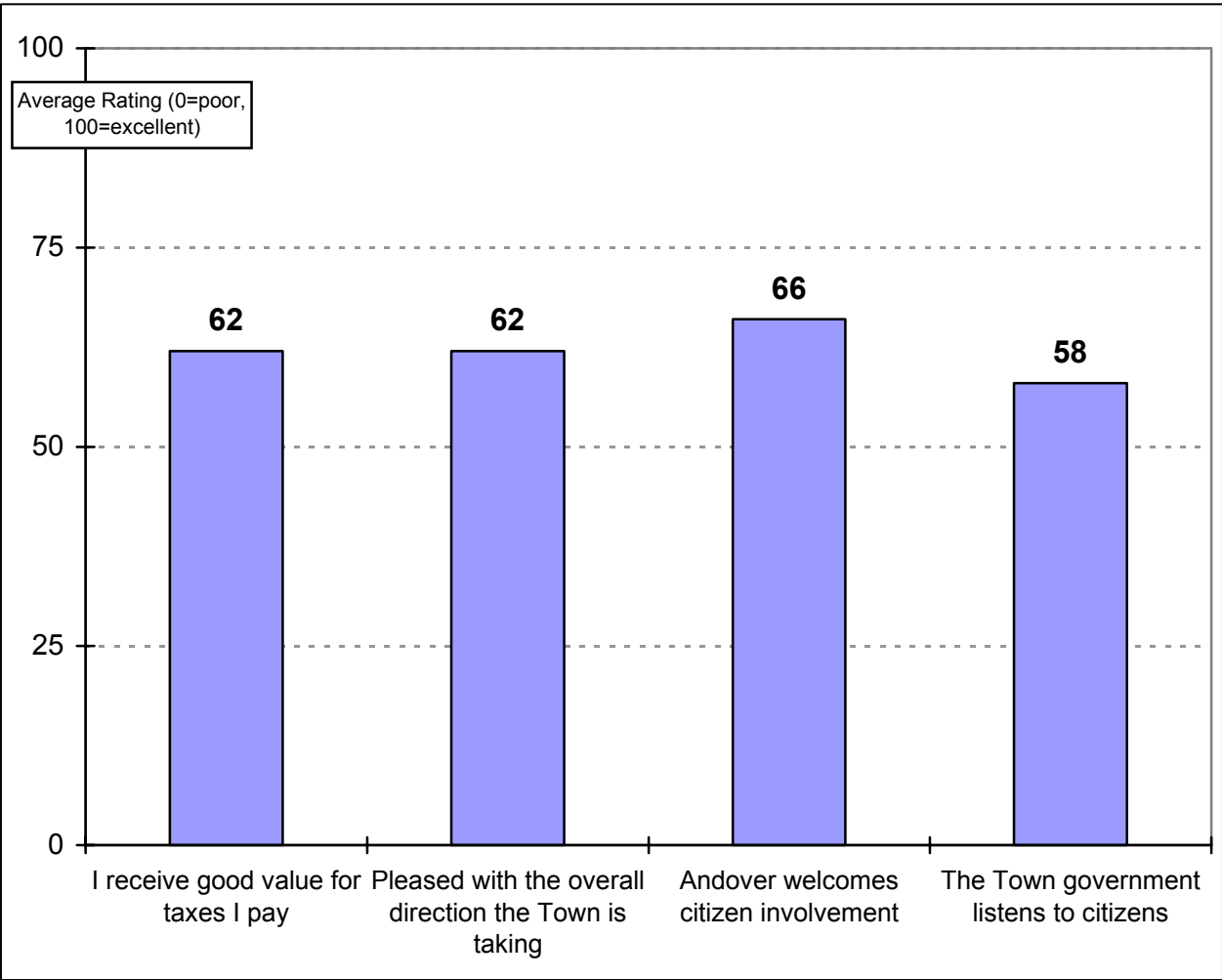


Figure 14b: Public Trust Ratings						
	strongly agree	somewhat agree	neither agree nor disagree	somewhat disagree	strongly disagree	Total
I receive good value for the Town of Andover taxes I pay	14%	50%	12%	18%	5%	100%
I am pleased with the overall direction that the Town of Andover is taking	13%	46%	21%	16%	5%	100%
The Town of Andover government welcomes citizen involvement	21%	39%	26%	10%	3%	100%
The Town of Andover government listens to citizens	11%	37%	29%	17%	6%	100%
Note: "Don't Know" responses are removed						

SERVICES PROVIDED BY ANDOVER

The overall quality of services provided by the Town of Andover was rated as 70 on a 100-point scale. Ratings given to specific services are shown on the following pages.

Figure 15: Overall Quality of Services Provided by the Town of Andover

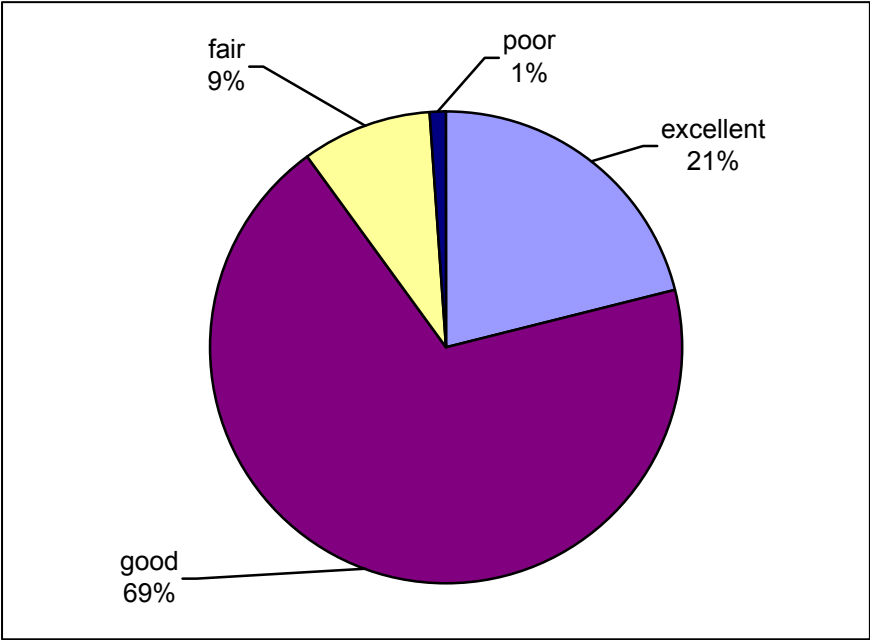


Figure 16: Rating of Overall Quality of Services Provided by Various Levels of Government

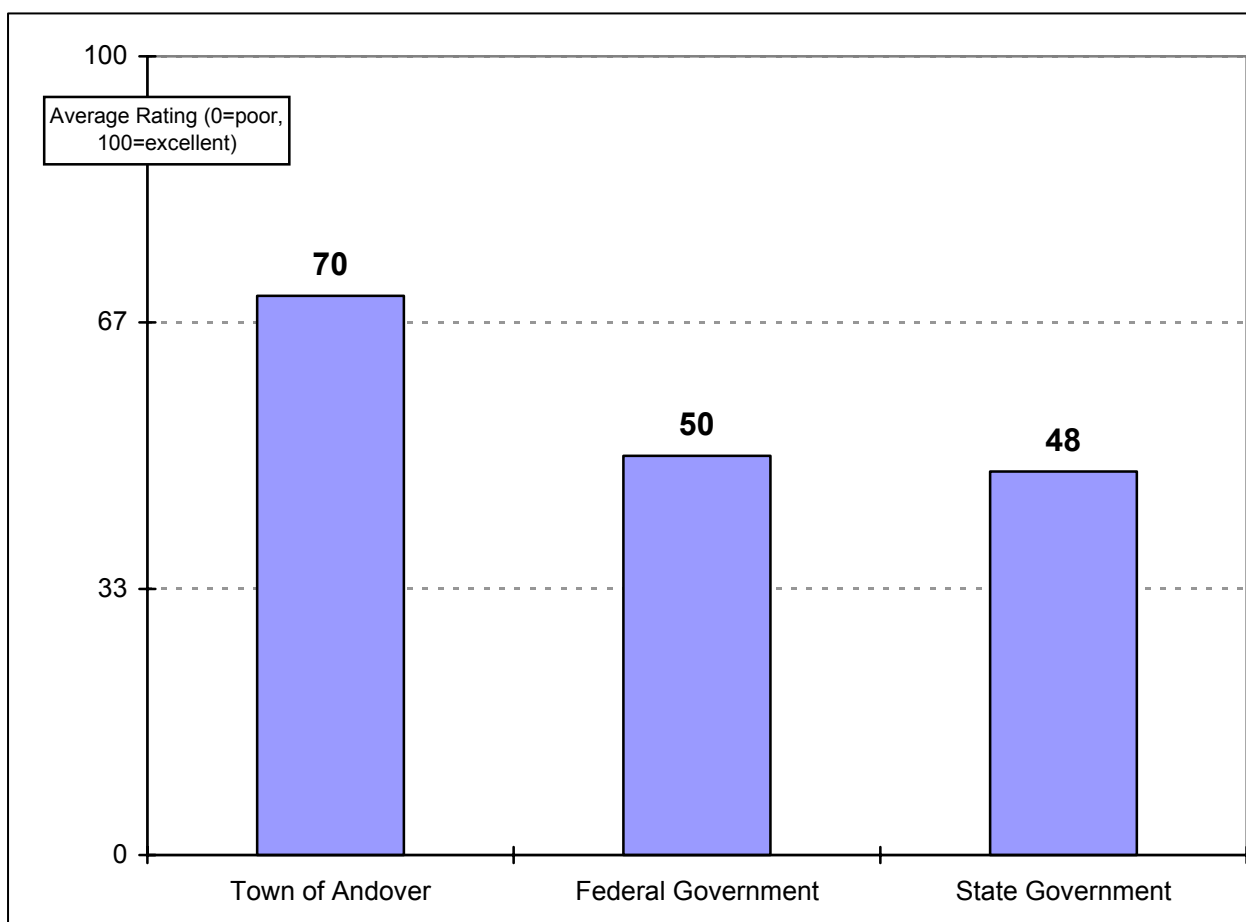


Figure 16b: Overall Quality of Services: Town of Andover, Federal Government and State Government					
	excellent	good	fair	poor	Total
Overall, how would you rate the quality of the services provided by the Town of Andover?	21%	69%	9%	1%	100%
Overall, how would you rate the quality of the services provided by the Federal Government?	6%	47%	40%	8%	100%
Overall, how would you rate the quality of the services provided by the State Government?	5%	45%	39%	12%	100%
Note: "Don't Know" responses are removed					

Figure 17: Quality of Public Safety Services

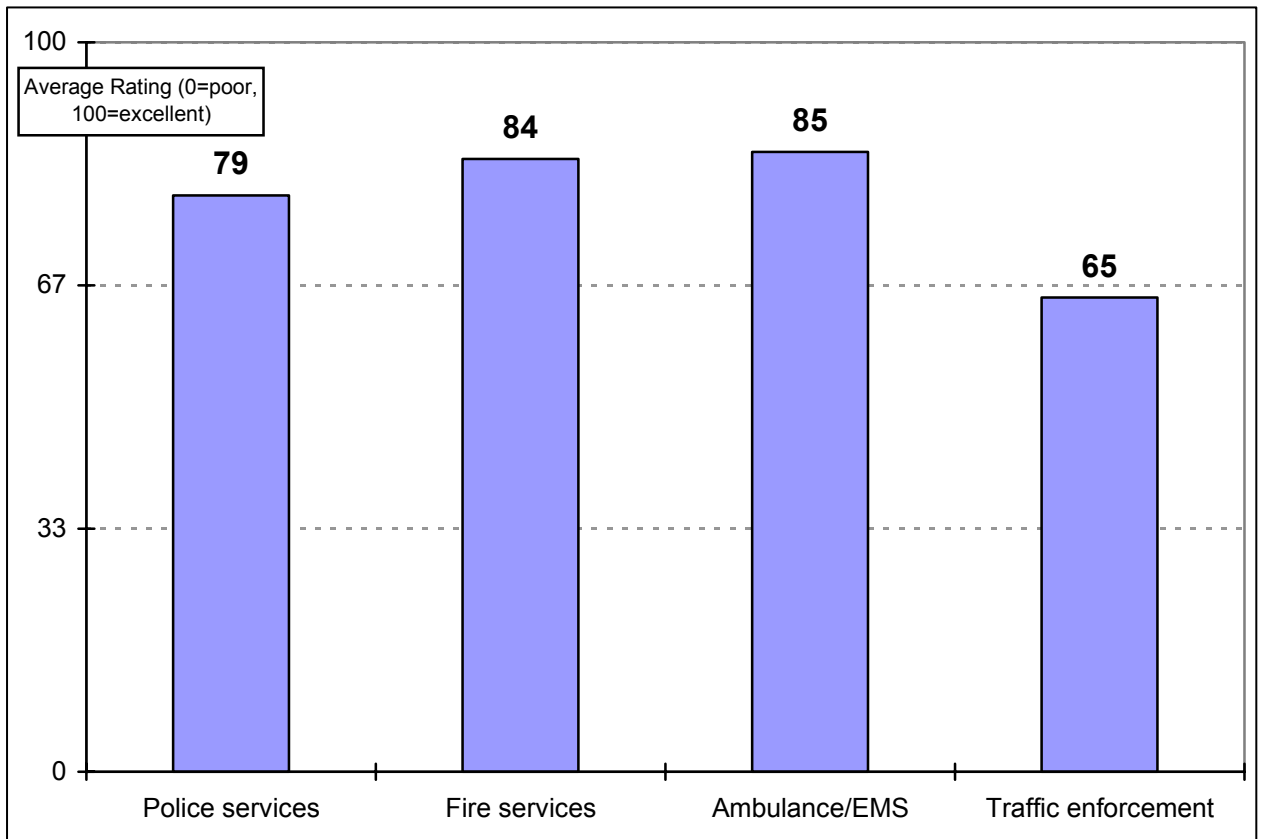


Figure 17b: Quality of Public Safety Services

	excellent	good	fair	poor	Total
Police services	45%	48%	5%	2%	100%
Fire services	55%	42%	2%	0%	100%
Ambulance/emergency medical services	57%	41%	2%	0%	100%
Traffic enforcement	22%	57%	16%	6%	100%

Note: "Don't Know" responses are removed

Figure 18: Quality of Transportation Services

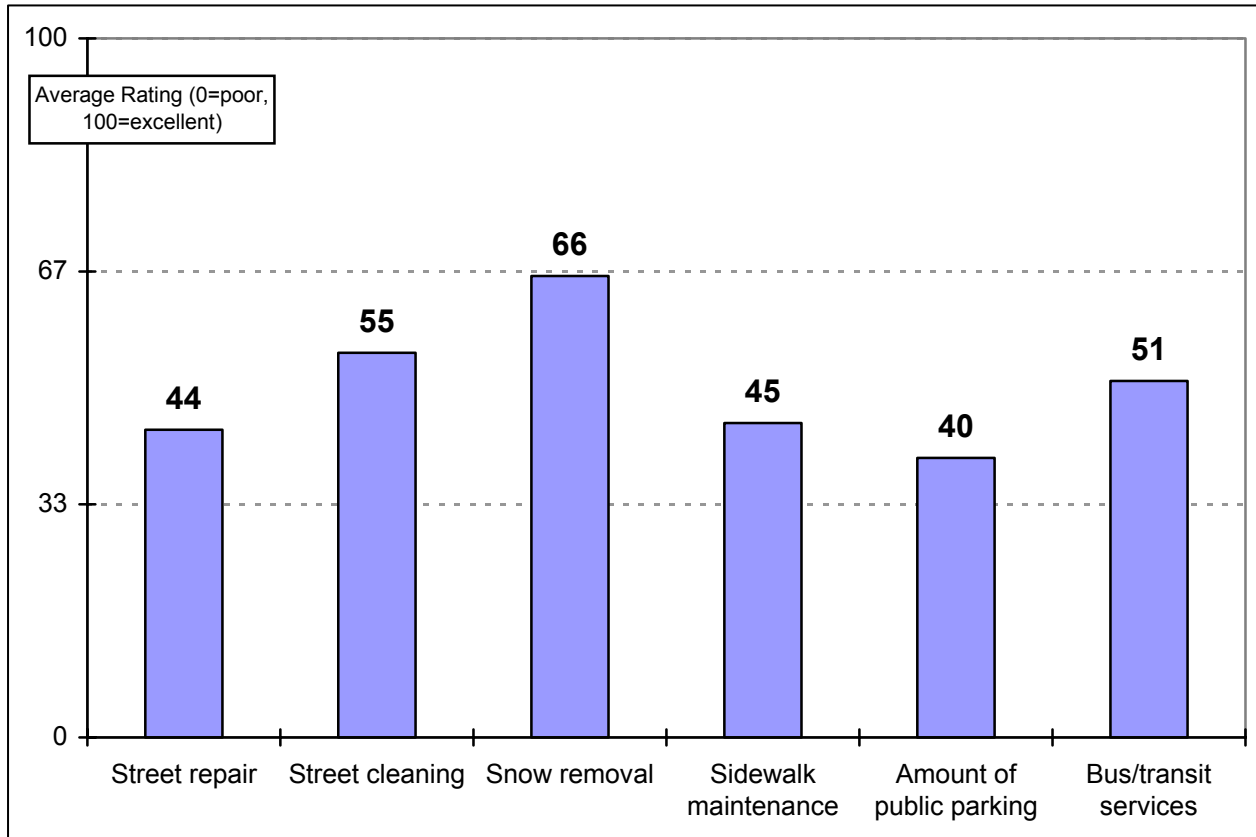


Figure 18b: Quality of Transportation Services					
	excellent	good	fair	poor	Total
Street repair	6%	36%	41%	17%	100%
Street cleaning	10%	52%	29%	8%	100%
Snow removal	25%	54%	15%	5%	100%
Sidewalk maintenance	8%	41%	31%	21%	100%
Amount of public parking	5%	32%	42%	21%	100%
Bus/transit services	13%	43%	26%	18%	100%
Note: "Don't Know" responses are removed					

Figure 19: Quality of Leisure Services

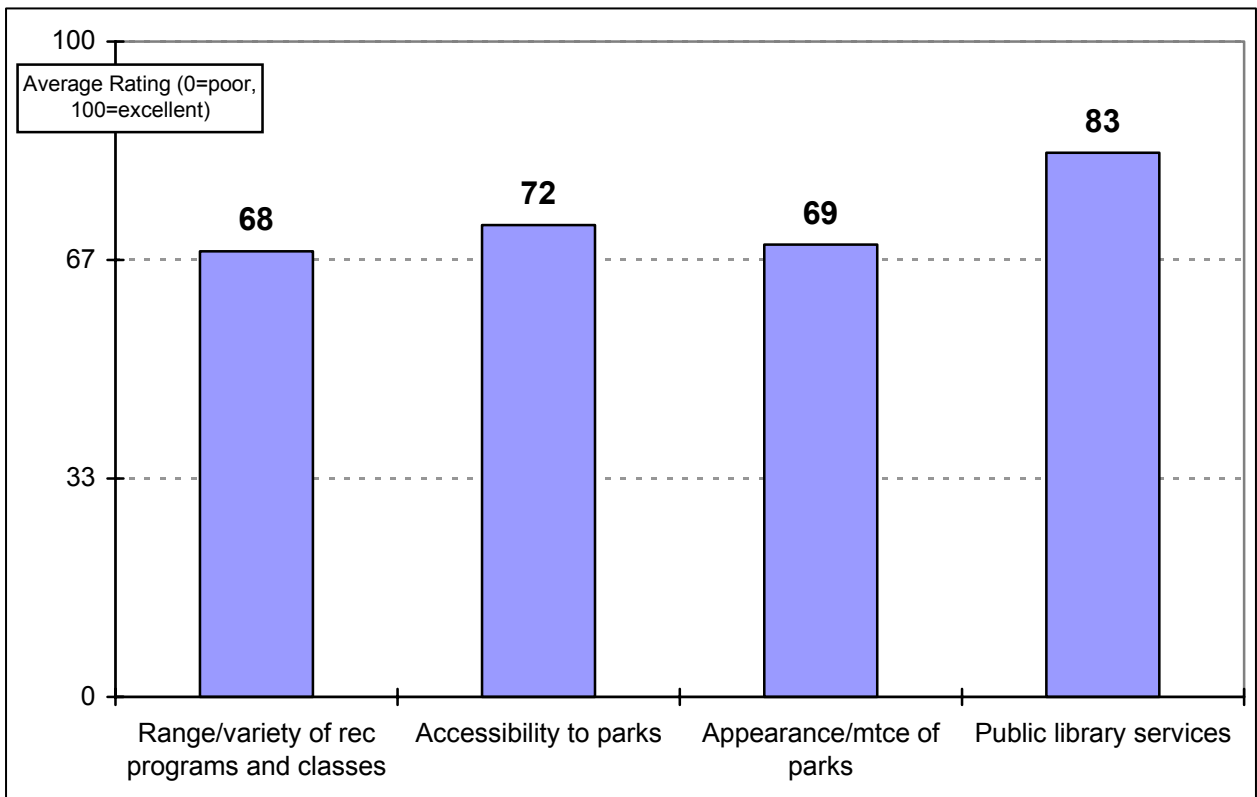


Figure 19b: Quality of Leisure Services

	excellent	good	fair	poor	Total
Range/variety of recreation programs and classes	27%	54%	15%	4%	100%
Accessibility of parks	32%	54%	12%	2%	100%
Appearance/maintenance of parks	23%	61%	13%	2%	100%
Public library services	54%	41%	5%	0%	100%
Note: "Don't Know" responses are removed					

Figure 20: Quality of Utility Services

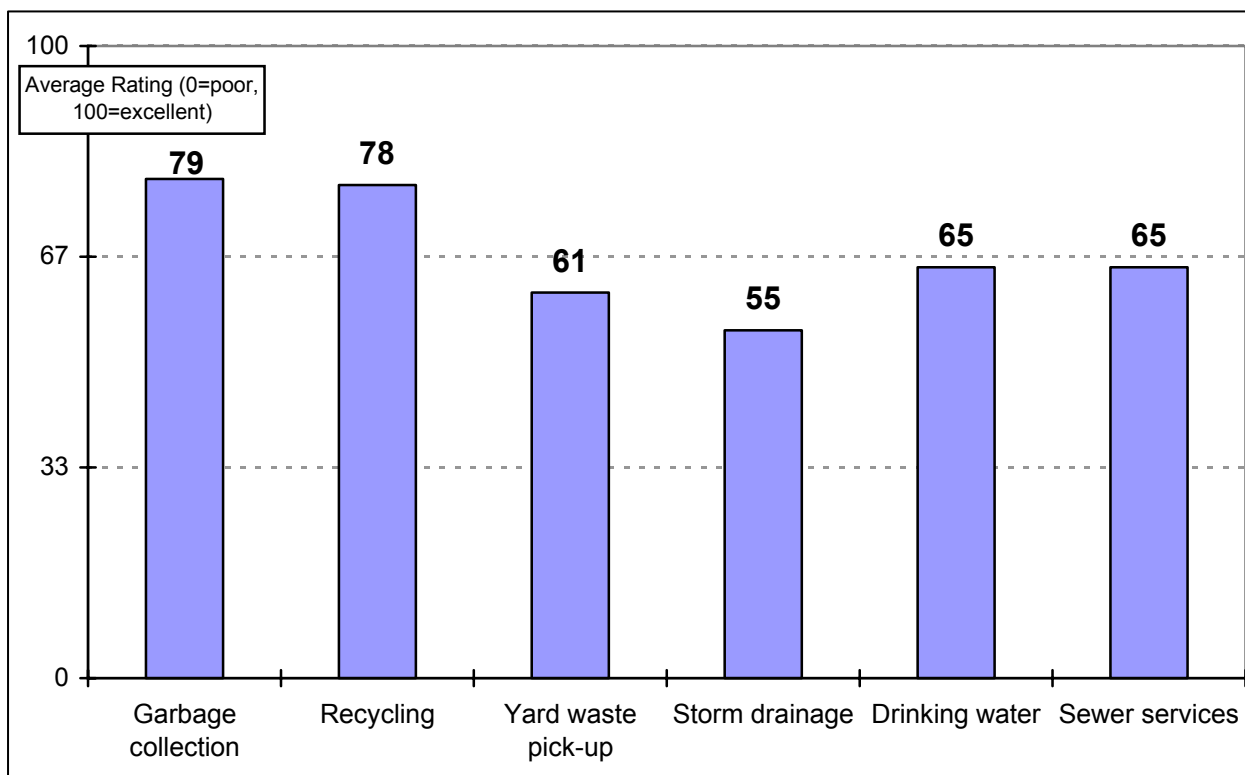


Figure 20b: Quality of Utility Services					
	excellent	good	fair	poor	Total
Garbage collection	44%	48%	7%	1%	100%
Recycling	45%	46%	8%	1%	100%
Yard waste pick-up	22%	49%	20%	9%	100%
Storm drainage	9%	54%	29%	8%	100%
Drinking water	25%	51%	18%	6%	100%
Sewer services	21%	57%	17%	5%	100%

Note: "Don't Know" responses are removed

Figure 21: Quality of Planning and Code Enforcement Services

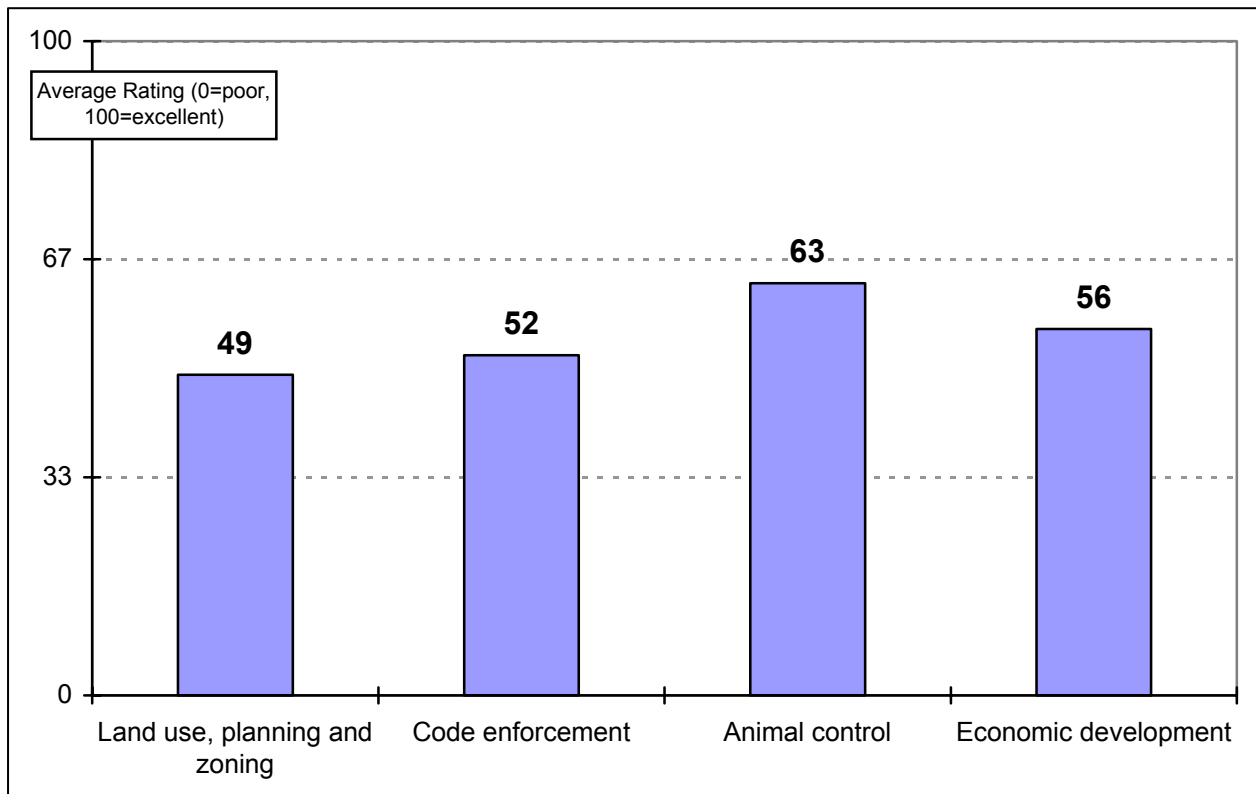


Figure 21b: Quality of Planning and Code Enforcement Services

	excellent	good	fair	poor	Total
Land use, planning and zoning	8%	47%	31%	14%	100%
Code enforcement (weeds, abandoned buildings, etc)	8%	50%	32%	10%	100%
Animal control	15%	63%	17%	5%	100%
Economic development	8%	59%	29%	5%	100%
Note: "Don't Know" responses are removed					

Figure 22: Quality of Services to Special Populations and Other Services

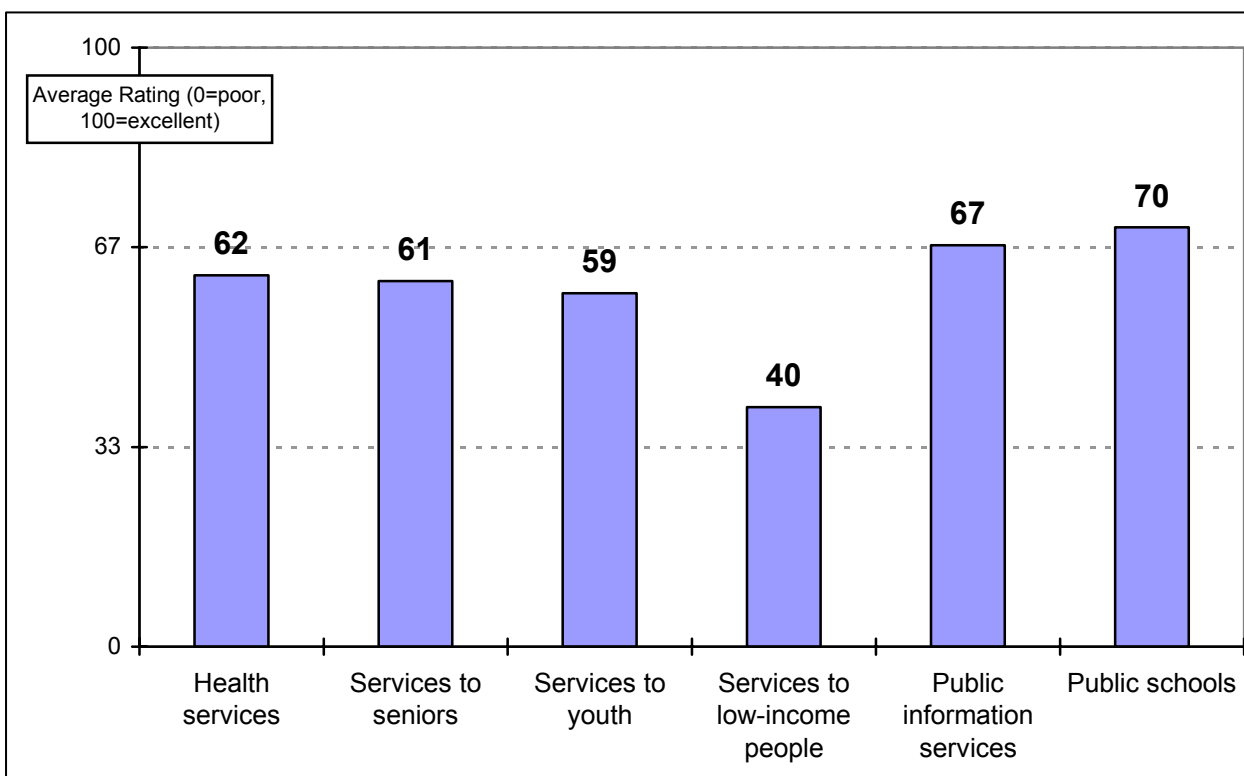


Figure 22b: Quality of Services to Special Populations and Other Services

	excellent	good	fair	poor	Total
Health services	13%	62%	22%	2%	100%
Services to seniors	19%	50%	26%	5%	100%
Services to youth	17%	49%	26%	8%	100%
Services to low-income people	10%	30%	32%	29%	100%
Public information services	23%	58%	17%	3%	100%
Public schools	28%	57%	13%	2%	100%

Note: "Don't Know" responses are removed

THE TOWN OF ANDOVER EMPLOYEES

Impressions of the Town of Andover employees were assessed on the questionnaire. Those who had been in contact with a Town of Andover employee in the past year (70%) rated their overall impression as 75 on a 100-point scale.

Figure 23: Percent of Respondents Who Had Contact with a Town of Andover Employee

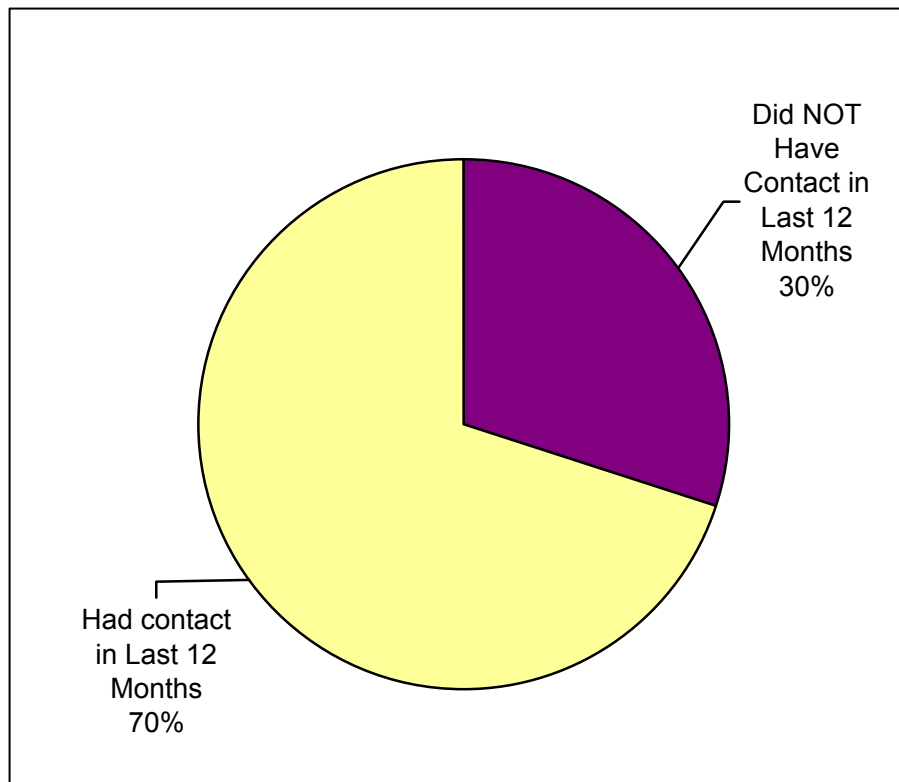


Figure 24: Ratings of Contact with the Town of Andover Employees

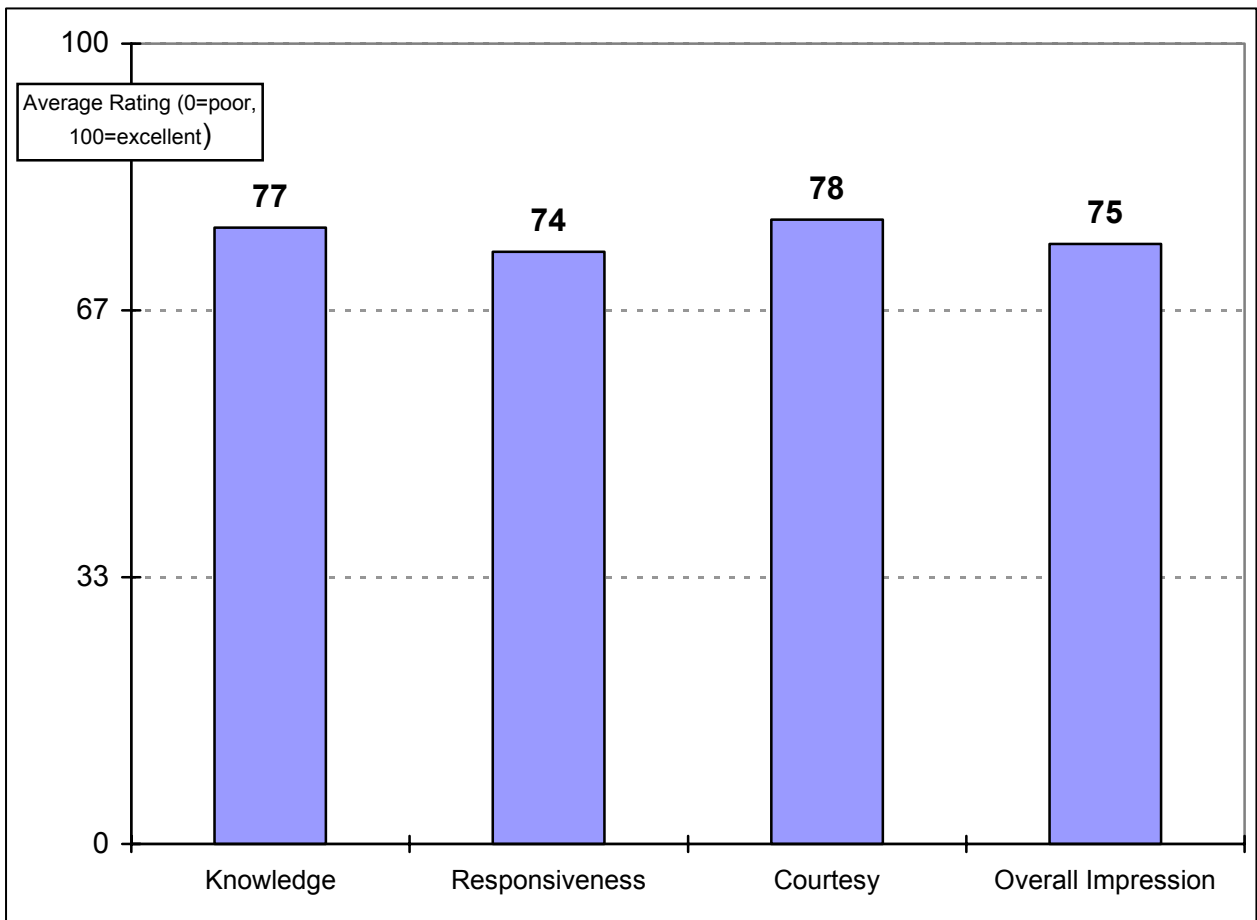
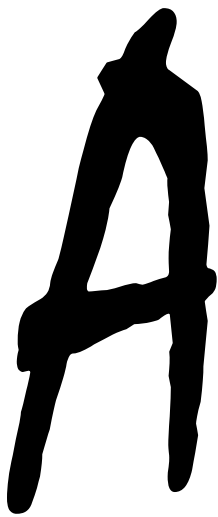


Figure 24b: Impression of Contact with Employees

	excellent	good	fair	poor	Total
Knowledge	42%	48%	8%	2%	100%
Responsiveness	44%	41%	9%	6%	100%
Courtesy	50%	36%	11%	3%	100%
Overall Impression	42%	44%	10%	4%	100%

Note: "Don't Know" responses are removed



ADDITIONAL QUESTIONS

Two additional questions were asked by the Town of Andover. The results for these questions are displayed below.

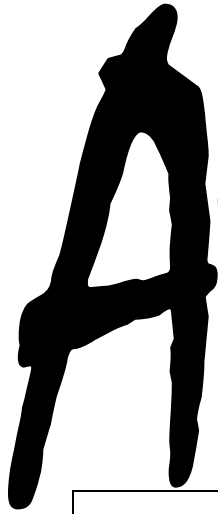
Figure 24: Policy Question 16a: Please rate how important you think each of the following values should be to the Town of Andover:

	essential	very important	somewhat important	not at all important
Protect the safety of persons and property	72%	24%	3%	0%
Maintain the high quality of education for all	69%	26%	5%	0%
Maintain the Town's infrastructure	37%	49%	14%	1%
Promote public health programs and awareness	18%	40%	35%	8%
Manage the impact of non-municipal public utilities	13%	43%	39%	5%
Support human/community services	17%	51%	28%	3%
Identify and promote economic opportunities	18%	45%	31%	6%
Maintain the Town's "Aaa" bond rating	40%	43%	15%	2%
Improve staff skills and performance	13%	47%	37%	3%
Encourage an ethical environment of trust and honesty	48%	38%	13%	1%
Recognize the outstanding contribution of citizens	16%	38%	38%	7%
Promote open communication and participation	36%	46%	17%	1%
Promote diversity in the workforce and community	24%	39%	27%	10%
Provide services that are accessible, fair, and equitable	36%	48%	15%	1%
Support housing alternatives	19%	34%	33%	14%
Preserve the historic character of the community	31%	38%	27%	4%
Protect and acquire open space	38%	38%	20%	4%
Note: "Don't Know" responses are removed				

Figure 25: Policy Question 16b: Please rate the level of importance of the following items in relation to their influence on your decisions to move to and/or remain in Andover

	essential	very important	somewhat important	not at all important
Public schools	54%	23%	10%	13%
Private/parochial schools	12%	15%	21%	51%
Other educational opportunities	15%	29%	30%	25%
Town services	22%	52%	21%	4%
Civic/volunteer opportunities	6%	22%	42%	30%
Geographic location/accessibility	28%	49%	18%	6%
Variety of housing choices	12%	30%	35%	23%
Natural resources and open space	26%	40%	28%	6%
Small town ambiance and lifestyle	31%	44%	20%	5%
Recreational opportunities	13%	41%	38%	8%
Cultural opportunities	12%	32%	44%	12%
Property values/investment	40%	47%	10%	3%

Note: "Don't Know" responses are removed



APPENDIX I: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

Question #1: Quality of Life Ratings						
	excellent	good	fair	poor	don't know	Total
How do you rate Andover as a place to live?	48%	49%	3%	0%	0%	100%
How do you rate your neighborhood as a place to live?	45%	44%	10%	1%	0%	100%
How do you rate Andover as a place to raise children?	44%	43%	4%	1%	8%	100%
How do you rate Andover as a place to retire?	13%	23%	28%	19%	17%	100%
How do you rate the overall quality of life in Andover?	34%	60%	6%	0%	0%	100%

Question #2: Please rate each of the following characteristics as they relate to Andover as a whole						
	excellent	good	fair	poor	don't know	Total
Sense of community	18%	56%	19%	3%	4%	100%
Openness and acceptance of the community towards people of diverse backgrounds	15%	45%	26%	6%	7%	100%
Overall appearance of Andover	28%	61%	9%	1%	1%	100%
Opportunities to attend cultural activities	16%	50%	20%	6%	8%	100%
Recreational opportunities	20%	49%	22%	5%	4%	100%
Access to affordable quality housing	4%	14%	30%	40%	13%	100%
Access to affordable quality child care	5%	20%	18%	10%	47%	100%
Ease of bus travel in Andover	7%	17%	14%	16%	46%	100%
Ease of rail/subway travel in Andover	19%	45%	15%	7%	14%	100%
Ease of walking in Andover	22%	48%	21%	8%	1%	100%

Question #3: Please rate the speed of growth in the following categories in Andover over the past two years							
	much too slow	somewhat too slow	right amount	somewhat too fast	much too fast	don't know	Total
Population growth	1%	1%	24%	33%	19%	22%	100%
Retail growth (stores, restaurants etc.)	4%	19%	54%	6%	2%	15%	100%
Jobs growth	6%	24%	15%	1%	0%	55%	100%

Question #4: To what degree are the following problems in Andover						
	not a problem	minor problem	moderate problem	major problem	don't know	Total
Crime	26%	53%	14%	1%	6%	100%
Drugs	11%	27%	27%	7%	28%	100%
Too much growth	14%	18%	32%	19%	16%	100%
Lack of growth	60%	17%	6%	1%	17%	100%
Graffiti	47%	38%	3%	0%	12%	100%
Noise	47%	36%	12%	2%	4%	100%
Taxes	10%	17%	33%	34%	5%	100%
Traffic congestion	11%	33%	40%	14%	2%	100%
Unsupervised youth	21%	31%	23%	6%	18%	100%

Question #5: Please rate how safe you feel from the following occurring to you in Andover							
	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	don't know	Total
Violent crime (e.g., rape, assault, robbery)	59%	32%	6%	1%	0%	1%	100%
Property crimes (e.g., burglary, theft)	28%	50%	13%	7%	1%	1%	100%
Fire	47%	36%	14%	1%	0%	1%	100%

Question #6: Please rate how safe you feel:							
	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	don't know	Total
In your neighborhood during the day	82%	17%	1%	0%	0%	0%	100%
In your neighborhood after dark	50%	40%	5%	4%	1%	0%	100%
In Andover's downtown area during the day	85%	11%	2%	0%	0%	1%	100%
In Andover's downtown area after dark	45%	37%	9%	3%	0%	5%	100%
In Andover's parks during the day	70%	18%	3%	0%	0%	9%	100%
In Andover's parks after dark	19%	33%	12%	11%	1%	23%	100%

Question #7: During the past twelve months, were you or anyone in your household the victim of any crime?		
		Percent of Respondents
During the past twelve months, were you or anyone in your household the victim of any crime?	no	92%
	yes	7%
	don't know	0%
Total		100%

Question #8: If yes, was this crime (these crimes) reported to the police?		
		Percent of Respondents
If yes, was this crime (these crimes) reported to the police?	no	22%
	yes	73%
	don't know	5%
Total		100%

Question #9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in the Town of Andover?						
	never	once or twice	3 to 12 times	13 to 26 times	more than 26 times	Total
Used Andover public libraries or their services	9%	19%	35%	16%	22%	100%
Used Andover recreation centers	44%	23%	21%	7%	5%	100%
Participated in a recreation program or activity	42%	26%	21%	6%	5%	100%
Visited an Andover park	15%	22%	37%	16%	11%	100%
Ridden a local bus within Andover	89%	5%	3%	1%	2%	100%
Attended a meeting of local elected officials or other local public meeting	54%	33%	11%	2%	1%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	42%	27%	23%	6%	3%	100%
Recycled used paper, cans or bottles from your home	11%	3%	8%	15%	63%	100%
Volunteered your time to some group/activity in Andover	50%	20%	12%	7%	11%	100%
Used the Internet for anything	12%	2%	4%	4%	79%	100%
Purchased an item over the Internet	22%	10%	31%	13%	24%	100%

Question #10: How do you rate the quality of each of the following services in Andover?						
	excellent	good	fair	poor	don't know	Total
Police services	41%	45%	4%	2%	8%	100%
Fire services	47%	36%	2%	0%	16%	100%
Ambulance/emergency medical services	38%	27%	1%	0%	33%	100%
Traffic enforcement	20%	52%	14%	5%	8%	100%
Garbage collection	41%	45%	6%	1%	7%	100%
Recycling	41%	43%	8%	1%	8%	100%
Yard waste pick-up	16%	34%	14%	6%	29%	100%
Street repair	6%	34%	40%	16%	4%	100%
Street cleaning	10%	51%	28%	8%	2%	100%
Snow removal	25%	54%	15%	5%	0%	100%
Sidewalk maintenance	7%	35%	27%	18%	14%	100%
Amount of public parking	5%	31%	40%	20%	3%	100%
Bus/transit services	6%	21%	13%	9%	52%	100%
Storm drainage	7%	42%	22%	6%	22%	100%
Drinking water	24%	49%	18%	6%	4%	100%
Sewer services	15%	40%	12%	3%	30%	100%
Range/variety of recreation programs and classes	22%	44%	12%	3%	19%	100%
Accessibility of parks	30%	50%	11%	1%	7%	100%
Appearance/maintenance of parks	22%	57%	12%	2%	6%	100%
Land use, planning and zoning	6%	35%	23%	11%	26%	100%
Code enforcement (weeds, abandoned buildings, etc)	5%	32%	20%	7%	37%	100%
Animal control	11%	45%	12%	4%	29%	100%
Economic development	5%	39%	19%	3%	34%	100%
Health services	8%	37%	13%	1%	41%	100%
Services to seniors	10%	26%	14%	2%	47%	100%
Services to youth	12%	34%	18%	5%	31%	100%
Services to low-income people	4%	12%	12%	11%	62%	100%
Public library services	52%	39%	5%	0%	4%	100%
Public information services	18%	45%	13%	2%	23%	100%
Public schools	23%	47%	11%	2%	17%	100%

Question #11: Overall, how would you rate the quality of the services provided by . . .						
	excellent	good	fair	poor	don't know	Total
Overall, how would you rate the quality of the services provided by the Town of Andover?	21%	68%	9%	1%	2%	100%
Overall, how would you rate the quality of the services provided by the Federal Government?	5%	41%	35%	7%	12%	100%
Overall, how would you rate the quality of the services provided by the State Government?	4%	40%	34%	10%	11%	100%

Question #12: Have you had any in-person or phone contact with an employee of the Town of Andover within the last 12 months?		
		Percent of Respondents
Have you had any in-person or phone contact with an employee of the Town of Andover within the last 12 months?	no	30%
	yes	70%
Total		100%

Question #13: What was your impression of the employees of the Town of Andover in your most recent contact?						
	excellent	good	fair	poor	don't know	Total
Knowledge	41%	47%	8%	2%	2%	100%
Responsiveness	43%	40%	9%	6%	2%	100%
Courtesy	49%	35%	11%	3%	2%	100%
Overall Impression	41%	43%	9%	4%	2%	100%

Question #14: Please rate your agreement or disagreement with the following statements.							
	strongly agree	somewhat agree	neither agree nor disagree	somewhat disagree	strongly disagree	don't know	Total
I receive good value for the Town of Andover taxes I pay	13%	47%	11%	17%	5%	7%	100%
I am pleased with the overall direction that the Town of Andover is taking	12%	43%	19%	14%	4%	7%	100%
The Town of Andover government welcomes citizen involvement	18%	33%	22%	9%	3%	15%	100%
The Town of Andover government listens to citizens	9%	30%	24%	14%	5%	18%	100%

Question #15: What impact, if any, do you think the economy will have on your family income in the next 6 months?		
		Percent of Respondents
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	very positive	3%
	somewhat positive	21%
	neutral	49%
	somewhat negative	23%
	very negative	3%
Total		100%

Question #16a: Please rate how important you think each of the following values should be to the Town of Andover:					
	essential	very important	somewhat important	not at all important	don't know
Protect the safety of persons and property	72%	24%	3%	0%	1%
Maintain the high quality of education for all	69%	25%	5%	0%	1%
Maintain the Town's infrastructure	35%	46%	13%	1%	5%
Promote public health programs and awareness	18%	40%	34%	8%	1%
Manage the impact of non-municipal public utilities	11%	37%	33%	5%	14%
Support human/community services	17%	50%	27%	3%	3%
Identify and promote economic opportunities	18%	43%	30%	6%	4%
Maintain the Town's "Aaa" bond rating	35%	37%	13%	2%	13%
Improve staff skills and performance	12%	45%	36%	3%	4%
Encourage an ethical environment of trust and honesty	47%	38%	13%	1%	2%
Recognize the outstanding contribution of citizens	16%	38%	37%	7%	2%
Promote open communication and participation	35%	45%	17%	1%	2%
Promote diversity in the workforce and community	23%	38%	26%	10%	3%
Provide services that are accessible, fair, and equitable	36%	48%	14%	1%	2%
Support housing alternatives	19%	33%	32%	14%	3%
Preserve the historic character of the community	30%	37%	27%	4%	2%
Protect and acquire open space	37%	37%	20%	4%	2%

Question #16b: Policy Question #2 Please rate the level of importance of the following items in relation to their influence on your decisions to move to and/or remain in Andover					
	essential	very important	somewhat important	not at all important	don't know
Public schools	52%	22%	9%	13%	4%
Private/parochial schools	11%	14%	20%	47%	8%
Other educational opportunities	14%	27%	27%	23%	9%
Town services	22%	51%	21%	4%	2%
Civic/volunteer opportunities	6%	21%	41%	29%	4%
Geographic location/accessibility	27%	48%	17%	6%	2%
Variety of housing choices	11%	29%	34%	23%	2%
Natural resources and open space	25%	40%	27%	6%	2%
Small town ambiance and lifestyle	30%	43%	19%	5%	2%
Recreational opportunities	13%	41%	37%	7%	2%
Cultural opportunities	11%	32%	43%	12%	2%
Property values/investment	38%	45%	10%	3%	5%

Question #17: Do you live within the Town limits of the Town of Andover?		
		Percent of Respondents
Do you live within the limits of the Town of Andover?	no	6%
	yes	94%
Total		100%

Question #18: Employment Status		
		Percent of Respondents
Are you currently employed?	no	26%
	yes	74%
Total		100%

Question #18a: Usual Mode of Transportation to Work		
		Percent of Employed Respondents
What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?	Motorized vehicle	92%
	Bus, Rail, Subway, or other public transportation	4%
	Walk	1%
	Work at home	3%
Total		100%

Question #18b: Drive Alone or Carpool		
If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people usually ride with you to or from work?		Percent of Employed Respondents
	no	89%
	yes	11%
Total		100%

Usual Mode of Transportation to Work, Including Carpooling		
Usual mode of transportation to work		Percent of Employed Respondents
	Motorized vehicle, no others (SOV)	82%
	Motorized vehicle, with others (MOV)	10%
	Bus, rail, subway, or other public transportation	4%
	walk	1%
	work at home	3%
Total		100%

Question #19: Length of Residency		
How many years have you lived in Andover?		Percent of Respondents
	less than 2 years	13%
	2-5 years	15%
	6-10 years	19%
	11-20 years	20%
	more than 20 years	34%
Total		100%

Question #20: Type of Housing Unit		
Which best describes the building you live in?		Percent of Respondents
	one family house detached from any other houses	72%
	one family house attached to one or more houses	6%
	building with two or more apartments or condominiums	21%
	other	1%
Total		100%

Question #21: Tenure Status		
Is this house, apartment, or mobile home...		Percent of Respondents
	rented for cash or occupied without cash payment?	21%
	owned by you or someone in this house	79%
Total		100%

Question #22: Presence of Children in Household		
		Percent of Respondents
Do any children age 12 or under live in your household?	no	64%
	yes	36%
Total		100%

Question #23: Presence of Teenagers in Household		
		Percent of Respondents
Do any teenagers ages 13 through 17 live in your household?	no	80%
	yes	20%
Total		100%

Question #24: Presence of Senior Adults in Household		
		Percent of Respondents
Are you or any other members of your household aged 65 or older?	no	79%
	yes	21%
Total		100%

Question #25: Presence of Persons with Disabilities in Household		
		Percent of Respondents
Does any member of your household have a physical handicap or is anyone disabled?	no	91%
	yes	9%
Total		100%

Question #26: Education		
		Percent of Respondents
What is the highest degree or level of school you have completed?	12th Grade or less, no diploma	3%
	high school diploma	6%
	some college, no degree	8%
	associate's degree (e.g. AA, AS)	5%
	bachelor's degree (e.g. BA, AB, BS)	37%
	graduate degree or professional degree	40%
Total		100%

Question #27: Annual Household Income		
		Percent of Respondents
How much do you anticipate your household's total income before taxes will be for the current year?	less than \$24,999	11%
	\$25,000 to \$49,999	11%
	\$50,000 to \$99,999	27%
	\$100,000 or more	50%
Total		100%

Question #28: Ethnicity		
Are you Spanish/Hispanic/Latino?		Percent of Respondents
	no	97%
	yes	3%
Total		100%

Question #29: Race		
What is your race?		Percent of Respondents
	American Indian or Alaskan Native	0%
	Asian or Pacific Islander	6%
	Black, African American	1%
	White/Caucasian	89%
	Other	3%
	Multi-Racial	1%
Total		100%

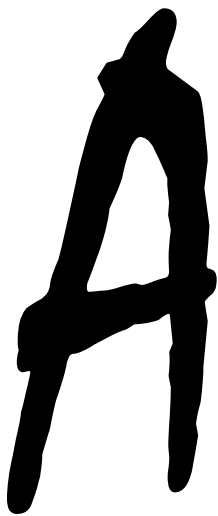
Question #30: Age		
In which category is your age?		Percent of Respondents
	18-24 years	1%
	25-34 years	18%
	35-44 years	24%
	45-54 years	26%
	55-64 years	15%
	65-74 years	8%
	75 years or older	9%
Total		100%

Question #31: Gender		
What is your gender?		Percent of Respondents
	Female	53%
	Male	47%
Total		100%

Question #32: Voter Registration Status		
Are you registered to vote in your jurisdiction?		Percent of Respondents
	no	11%
	yes	87%
	don't know	2%
Total		100%

Question #33: Vote in Last Election?		
Did you vote in the last election?		Percent of Respondents
	no	28%
	yes	72%
	don't know	0%
Total		100%

Question #34: Likely to Vote in Next Election?		
Are you likely to vote in the next election?		Percent of Respondents
	no	8%
	yes	90%
	don't know	2%
Total		100%



APPENDIX II: SURVEY METHODOLOGY

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

SAMPLING

Approximately 1,200 households were selected to participate in the survey using a stratified systematic sampling method.³ An individual within each household was selected using the birthday method.⁴

SURVEY ADMINISTRATION

Households received three mailings between the 15th and the 29th of March 2004. The first was a postcard notifying them they had been selected to participate in the Town of Andover 2004 Citizen Survey. The postcard was signed by the town manager. About a week later a survey was mailed with a cover letter also signed by the town manager. Approximately one week after the first survey was mailed, a second survey was mailed, with a cover letter asking

³ Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households is chosen.

⁴ The birthday method is a process to remove bias in the selection of a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys but leaving selection of respondent to household members will lead to bias.

those who had not yet participated to do so, while informing those who had already completed the survey not to do so again.

RESPONSE RATE AND CONFIDENCE INTERVALS

Of the 1,200 eligible households, 646 completed the survey providing a response rate of 56%. Approximately 52 addresses sampled were “vacant” or “not found.”⁵ In general, the response rates obtained on citizen surveys range from 25% to 40%. The sample of households was selected systematically and impartially from a list of residences in the United States maintained by the U.S. postal service and sold to NRC through an independent vendor. For each household, one adult, selected in an unbiased fashion, was asked to complete the survey.

In theory, in 95 cases out of 100, the results based on such samples will differ by no more than 5 percentage points in either direction from what would have been obtained had responses been collected from all Andover adults. This difference is also called a “margin of error.”⁶ This difference from the presumed population finding is referred to as the sampling error. For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

WEIGHTING AND ANALYZING THE DATA

The surveys were analyzed using the SPSS statistical package. Frequency distributions and average (mean) ratings are presented in the body of the report.

The demographic characteristics of the sample were compared to those of the Town of Andover as reflected in the information sent by staff to National

⁵ “Eligible” households refer to addresses that belong to residences that are not vacant within the Town of Andover.

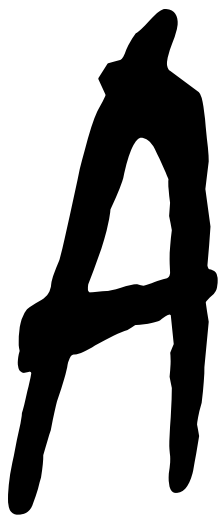
⁶ The margin of error was calculated using the following formula: $1.96 * \text{square root } (0.25/400)$. This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

Research Center, Inc. When necessary, survey results were statistically adjusted to reflect the known population profile.

Generally, only two variables are used in a weighting scheme. Known population characteristics are compared to the characteristics of survey respondents. Generally, characteristics chosen as weighting variables are selected because they are not in proportion to what is shown in a jurisdiction's demographic profile and because differences in opinion are observed between subgroups of these characteristics. The two socioeconomic characteristics that were used to weight the survey results were tenure and the combined characteristic of gender and age. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not always identical in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the next page.

Weighting Scheme for the Town of Andover Citizen Survey			
Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Tenure			
Rent Home	21%	12%	21%
Own Home	79%	88%	79%
Type of Housing Unit			
Single-Family Detached	73%	78%	72%
Attached	27%	22%	28%
Ethnicity			
Non-Hispanic	98%	98%	97%
Hispanic	2%	2%	3%
Race			
White/Caucasian	92%	92%	89%
Non-White	8%	8%	11%
Gender			
Female	52%	58%	53%
Male	48%	42%	47%
Age			
18-34	19%	7%	18%
35-54	50%	48%	51%
55+	31%	45%	32%
Gender and Age			
Females 18-34	10%	5%	10%
Females 35-54	26%	29%	26%
Females 55+	17%	24%	17%
Males 18-34	9%	2%	8%
Males 35-54	24%	19%	23%
Males 55+	14%	21%	14%

* Source: 2000 Census



PPENDIX III: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the Town of Andover. All households selected for inclusion in the study were first sent a prenotification postcard informing them that they would be receiving a questionnaire within the following week. A week later, a cover letter and survey were sent, with a postage paid return envelope. Two weeks later a second cover letter and survey were sent. The second cover letter asked that those who had responded not do so again, while urging those who had not yet returned their surveys to please do so.

TOWN OF



ANDOVER

TOWN OFFICES · 36 BARTLET STREET · ANDOVER · MASSACHUSETTS · 01810

March, 2004

Dear Andover Resident:

The Town of Andover wants to know what you think about our community and municipal government. You have been randomly selected to participate in Andover's 2004 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the Town make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Andover residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey, please call 978-623-8220 or e-mail them to sbucuzzo@town.andover.ma.us.

Please help us shape the future of Andover. Thank you for your time and participation.

Sincerely,

Reginald S. Stapczynski
Town Manager

TOWN OF



ANDOVER

TOWN OFFICES · 36 BARTLET STREET · ANDOVER · MASSACHUSETTS · 01810

March, 2004

Dear Andover Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The Town of Andover wants to know what you think about our community and municipal government. You have been randomly selected to participate in the Town of Andover Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the Town make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Andover residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

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Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey, please call 978-623-8220 or e-mail them to sbucuzzo@town.andover.ma.us.

Please help us shape the future of Andover. Thank you for your time and participation.

Sincerely,

Reginald S. Stapczynski
Town Manager



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First Class Mail
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TOWN OFFICES · 36 BARTLET STREET
ANDOVER · MASSACHUSETTS · 01810



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Dear Town of Andover Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the Town of Andover. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Reginald S. Stapczynski
Town Manager

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The Town of Andover 2004 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please circle the number that comes closest to your opinion for each of the following questions:

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
How do you rate Andover as a place to live?.....	1	2	3	4	5
How do you rate your neighborhood as a place to live?	1	2	3	4	5
How do you rate Andover as a place to raise children?	1	2	3	4	5
How do you rate Andover as a place to retire?	1	2	3	4	5
How do you rate the overall quality of life in Andover?.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Andover as a whole:

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Sense of community.....	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds ...	1	2	3	4	5
Overall appearance of Andover	1	2	3	4	5
Opportunities to attend cultural activities	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Access to affordable quality housing.....	1	2	3	4	5
Access to affordable quality child care	1	2	3	4	5
Ease of bus travel in Andover	1	2	3	4	5
Ease of rail/subway travel in Andover.....	1	2	3	4	5
Ease of walking in Andover.....	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Andover over the past 2 years:

	<u>much too slow</u>	<u>somewhat too slow</u>	<u>right amount</u>	<u>somewhat too fast</u>	<u>much too fast</u>	<u>don't know</u>
Population growth.....	1	2	3	4	5	6
Retail growth (stores, restaurants etc.).....	1	2	3	4	5	6
Jobs growth.....	1	2	3	4	5	6

4. To what degree, if at all, are the following problems in Andover:

	<u>not a problem</u>	<u>minor problem</u>	<u>moderate problem</u>	<u>major problem</u>	<u>don't know</u>
Crime	1	2	3	4	5
Drugs.....	1	2	3	4	5
Too much growth.....	1	2	3	4	5
Lack of growth.....	1	2	3	4	5
Graffiti	1	2	3	4	5
Noise	1	2	3	4	5
Taxes.....	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Unsupervised youth	1	2	3	4	5

5. Please rate how safe you feel from the following occurring to you in Andover:

	very <u>safe</u>	somewhat <u>safe</u>	neither safe <u>nor unsafe</u>	somewhat <u>unsafe</u>	very <u>unsafe</u>	don't <u>know</u>
Violent crime (e.g., rape, assault, robbery).....	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Fire.....	1	2	3	4	5	6

6. Please rate how safe you feel:

	very <u>safe</u>	somewhat <u>safe</u>	neither safe <u>nor unsafe</u>	somewhat <u>unsafe</u>	very <u>unsafe</u>	don't <u>know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark	1	2	3	4	5	6
In Andover's downtown area during the day.....	1	2	3	4	5	6
In Andover's downtown area after dark	1	2	3	4	5	6
In Andover's parks during the day	1	2	3	4	5	6
In Andover's parks after dark	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

☐ no [go to question #9] ☐ yes [go to question #8] ☐ don't know

8. If yes, was this crime (these crimes) reported to the police?

☐ no ☐ yes ☐ don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Andover?

	<u>never</u>	<u>once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>more than 26 times</u>
Used Andover public libraries or their services.....	1	2	3	4	5
Used Andover recreation centers	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood or Town park	1	2	3	4	5
Ridden a local bus within Andover.....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group/activity in Andover.....	1	2	3	4	5
Used the Internet for anything	1	2	3	4	5
Purchased an item over the Internet	1	2	3	4	5

10. How do you rate the quality of each of the following services in Andover?

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Police services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance/emergency medical services.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Amount of public parking.....	1	2	3	4	5
Bus/transit services.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Range/variety of recreation programs and classes.....	1	2	3	4	5
Accessibility of parks.....	1	2	3	4	5
Appearance/maintenance of parks.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc).....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Public information services.....	1	2	3	4	5
Public schools.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by...

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
The Town of Andover?.....	1	2	3	4	5
The Federal Government?.....	1	2	3	4	5
The State Government?.....	1	2	3	4	5

12. Have you had any in-person or phone contact with an employee of the Town of Andover within the last 12 months (including police, receptionists, planners or any others)?

☐ no [go to question #14] ☐ yes [go to question #13]

13. What was your impression of employees of the Town of Andover in your most recent contact? (Rate each characteristic below.)

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

14. Please rate the following statements by circling the number that most clearly represents your opinion:

	<u>strongly agree</u>	<u>somewhat agree</u>	<u>neither agree nor disagree</u>	<u>somewhat disagree</u>	<u>strongly disagree</u>	<u>don't know</u>
I receive good value for the Town of Andover taxes I pay.....	1	2	3	4	5	6
I am pleased with the overall direction that the Town of Andover is taking.....	1	2	3	4	5	6
The Town of Andover government welcomes citizen involvement.....	1	2	3	4	5	6
The Town of Andover government listens to citizens	1	2	3	4	5	6

15. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

☐ very positive ☐ somewhat positive ☐ neutral ☐ somewhat negative ☐ very negative

16a. The Town of Andover is interested in knowing what values you think are important for your Town government. Please rate how important you think each of the following values should be to the Town of Andover:

	<u>essential</u>	<u>very important</u>	<u>somewhat important</u>	<u>not at all important</u>	<u>don't know</u>
Protect the safety of persons and property	1	2	3	4	5
Maintain the high quality of education for all.....	1	2	3	4	5
Maintain the Town's infrastructure	1	2	3	4	5
Promote public health programs and awareness.....	1	2	3	4	5
Manage the impact of non-municipal public utilities.....	1	2	3	4	5
Support human/community services.....	1	2	3	4	5
Identify and promote economic opportunities	1	2	3	4	5
Maintain the Town's "Aaa" bond rating.....	1	2	3	4	5
Improve staff skills and performance	1	2	3	4	5
Encourage an ethical environment of trust and honesty	1	2	3	4	5
Recognize the outstanding contribution of citizens ..	1	2	3	4	5
Promote open communication and participation.....	1	2	3	4	5
Promote diversity in the workforce and community. 1	2	3	4	5	
Provide services that are accessible, fair, and equitable	1	2	3	4	5
Support housing alternatives.....	1	2	3	4	5
Preserve the historic character of the community	1	2	3	4	5
Protect and acquire open space	1	2	3	4	5

16b. Please rate the level of importance of the following items in relation to their influence on your decisions to move to and/or remain in Andover.

	<u>essential</u>	<u>very important</u>	<u>somewhat important</u>	<u>not at all important</u>	<u>don't know</u>
Public schools	1	2	3	4	5
Private/parochial schools	1	2	3	4	5
Other educational opportunities.....	1	2	3	4	5
Town services	1	2	3	4	5
Civic/volunteer opportunities	1	2	3	4	5
Geographic location/accessibility	1	2	3	4	5
Variety of housing choices	1	2	3	4	5
Natural resources and open space	1	2	3	4	5
Small town ambiance and lifestyle	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Cultural opportunities	1	2	3	4	5
Property values/investment.....	1	2	3	4	5

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

17. Do you live within the Town limits of the Town of Andover?

- ☐ no ☐ yes

18. Are you currently employed?

- ☐ no [go to question #19] ☐ yes [go to question #18a]

18a. What one method of transportation do you *usually* use (for the longest distance of your commute) to travel to work?

- ☐ Motorized vehicle (e.g. car, truck, van, motorcycle etc...)
☐ Bus, Rail, Subway, or other public transportation
☐ Walk
☐ Work at home
☐ Other

18b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people (adults or children) *usually* ride with you to or from work?

- ☐ no ☐ yes

19. How many years have you lived in Andover?

- ☐ less than 2 years ☐ 11-20 years
☐ 2-5 years ☐ more than 20 years
☐ 6-10 years

20. Which best describes the building you live in?

- ☐ one family house detached from any other houses
☐ house attached to one or more houses (e.g. a duplex or townhome)
☐ building with two or more apartments or condominiums
☐ mobile home
☐ other

21. Is this house, apartment, or mobile home...

- ☐ rented for cash or occupied without cash payment?
☐ owned by you or someone in this house with a mortgage or free and clear?

22. Do any children 12 or under live in your household?

- ☐ no ☐ yes

23. Do any teenagers aged between 13 and 17 live in your household?

- ☐ no ☐ yes

24. Are you or any other members of your household aged 65 or older?

- ☐ no ☐ yes

25. Does any member of your household have a physical handicap or is anyone disabled?

- ☐ no ☐ yes

26. What is the highest degree or level of school you have completed? (mark one box)

- ☐ 12th Grade or less, no diploma
☐ high school diploma
☐ some college, no degree
☐ associate's degree (e.g. AA, AS)
☐ bachelor's degree (e.g. BA, AB, BS)
☐ graduate degree or professional degree

27. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- ☐ less than \$24,999
☐ \$25,000 to \$49,999
☐ \$50,000 to \$99,999
☐ \$100,000 or more

28. Are you Spanish/Hispanic/Latino?

- ☐ no ☐ yes

29. What is your race? (Mark one or more races to indicate what race you consider yourself to be)

- ☐ American Indian or Alaskan native
☐ Asian or Pacific Islander
☐ Black, African American
☐ White/Caucasian
☐ Other

30. In which category is your age?

- ☐ 18-24 years ☐ 55-64 years
☐ 25-34 years ☐ 65-74 years
☐ 35-44 years ☐ 75 years or older
☐ 45-54 years

31. What is your sex?

- ☐ female ☐ male

32. Are you registered to vote in your jurisdiction?

- ☐ no ☐ yes ☐ don't know

33. Did you vote in the last election?

- ☐ no ☐ yes ☐ don't know

34. Are you likely to vote in the next election?

- ☐ no ☐ yes ☐ don't know

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., 3005 30th St., Boulder, CO 80301



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